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Digitalization, Compliance, and Agentic AI: Inside Cheplapharm's Evolving Supply Chain Digitalization Journey

Featuring Lars Boorberg, Senior Specialist, Supply Chain Compliance & Risk Management at Cheplapharm

Supply chains struggle when teams rely on siloed spreadsheets and delayed information. Lars Boorberg, Senior Specialist, Supply Chain Compliance & Risk Management at Cheplapharm, explains how real-time data and a common digital foundation enable faster decisions, fewer delays, and more consistent outcomes. He describes how TraceLink MINT provides early visibility into obstacles and how TraceLink's ongoing support strengthens Cheplapharm's digitalization journey. He also outlines how agentic AI, guided by human oversight, can reduce risk, reinforce compliance, and make daily operations more manageable.

Key Moments

- **00:19 -** How do manual processes slow down supply chain performance?
- **01:15 -** How will digitalization strengthen supply chain operations?

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- **01:41 -** How has TraceLink MINT improved supply chain visibility?
- **02:13 -** How does TraceLink support your supply chain digitalization journey?
- **02:38 -** Why is real-time visibility critical for today's supply chains?
- **03:03 -** How will agentic AI transform compliance and supply chain operations?

Watch the full interview above or explore some highlights below.

How do manual processes slow down supply chain performance?

Supply chains lose momentum when teams rely on individual spreadsheets and disconnected routines. Lars Boorberg explains how this siloed work adds time, confusion, and rework, and how moving to a shared tool with a unified structure helps restore clarity and accelerate collaboration.

How has TraceLink MINT improved supply chain visibility?

As supply chain digitalization advances, early visibility into obstacles becomes essential for making steady progress. Lars Boorberg describes how TraceLink MINT provides that visibility and how TraceLink’s support gives Cheplapharm a clearer path for moving their transformation forward.

How will agentic AI transform compliance and supply chain operations?

Agentic AI introduces a new level of controllability and learning-driven improvement to supply chain operations. Lars Boorberg explains how human oversight, combined with AI that adapts over time, can strengthen compliance,

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reduce risk, and support more efficient, dependable processes.

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When you're going back and forth with the spreadsheets, it's taking a lot of time and also delays. If you have real-time data and real-time information, you have, also, the visibility and the transparency to make the right decisions.

Some of the challenges we face is, for example, that people work in silos. For example, everyone is using their own spreadsheet and their own way of working. That might be a little bit, on the one hand, a lot of work, where it is done, and also, not really straight-focused to the goal.

We are always looking into a solution where we can bring all the good ideas, which we see in spreadsheets, into one solution. There are emails going back and forth with spreadsheets, and everyone is doing their own interpretation, which takes a lot of time.

If you have something in common, a common use and a common understanding in a tool, it eases the process because you have the same foundation there. We hope we get to a solution, more real-time data and faster data and more better decisions at the end of the day, because you have more transparency to it.

When you're going back and forth with the spreadsheets, it's taking a lot of time and also delays. If you have real-time data and real-time information, you have, also, the visibility and the transparency to make the right decisions.

With a tool like MINT, you have an out-of-the-box software where you can see the problems and the challenges you're facing during your digitalization journey.

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It helps you, really, to engage and to foster your requirements regarding a digitalization of the supply chain. It eases your journey because you get a lot of support from the software but also from TraceLink itself to proceed there.

When working with partners, TraceLink gave a lot of new ideas, what can be done to optimize the digitalization journey. For example, you can do webinars and see that, and you have a little bit of a roadmap and a way going forward, how we can go there. That makes it easier for you in the end.

It's pretty normal that there will be changes during the process in procuring items and services. When you get this real time and early in advance, you can react at the best time and don't be too late or no delays. At the end of the day, this will serve the patients we are all working for to deliver products on time and in full.

From my point of view, agentic AI is in the hands. You can steer it, how things will go, and it will learn from experience. You can ensure there is compliance there, and you can steer it in a very easy way. It is learning and improving, and this will definitely reduce risk and will also help to facilitate the supply chain.

You're still in charge as a human and can follow the requirements there, so you are setting it there. Based on that, the agentic AI will comply. You can also review it, and that helps you. If there's something going wrong, it's easily controllable and steerable. That makes agentic AI, I think, really easier to manage and bring more compliance.

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Meet with TraceLink to learn more about supply chain digitalization.
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Thank you! We will contact you soon!

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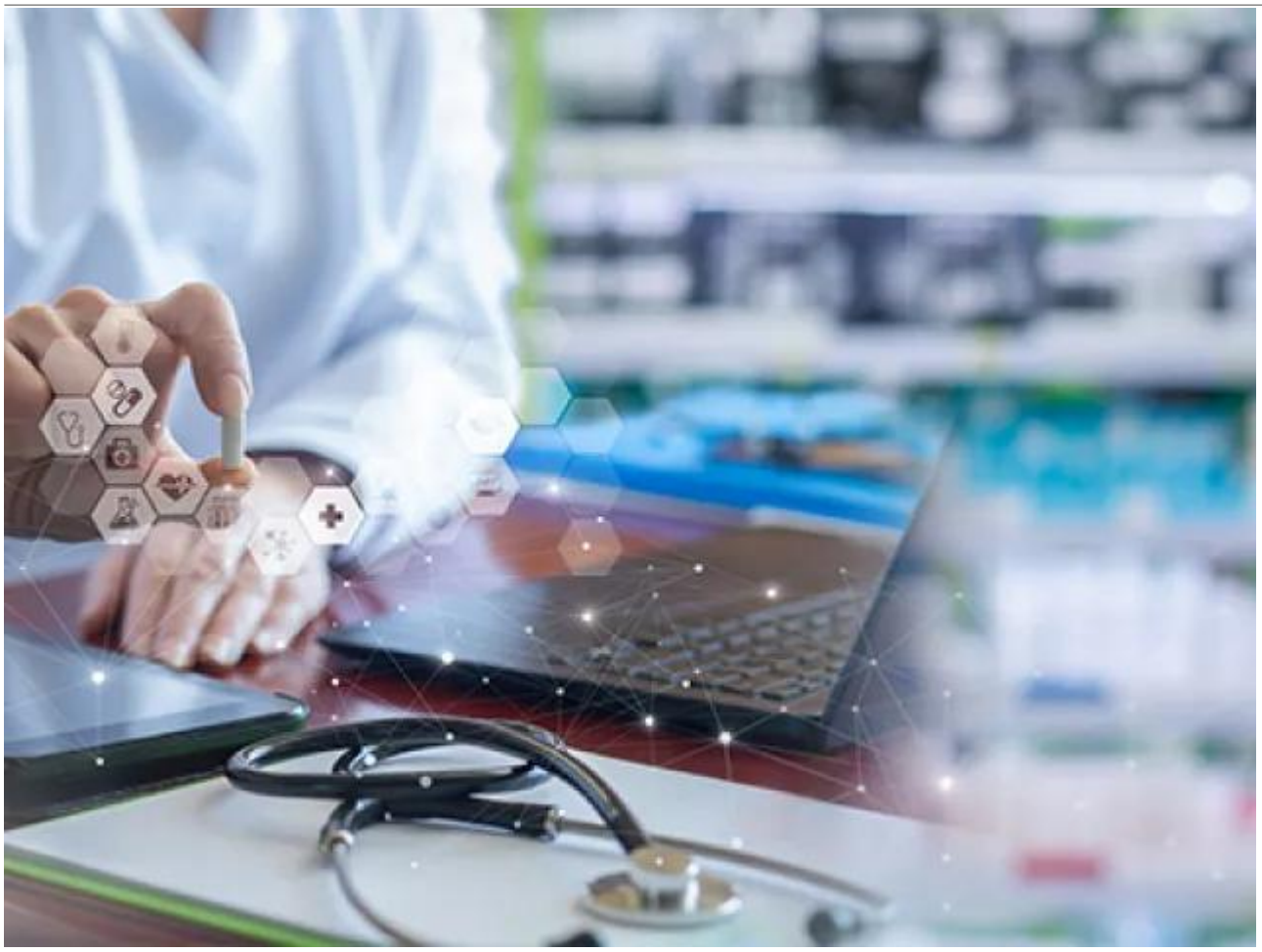
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