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# How Help Pharmaceuticals Migrated to a New Serialization Solution with No Downtime or Disruption



**tracelink**  
NETWORK FOR GREATER GOOD

Switching serialization solution providers doesn't have to be a disruptive process. Just ask Help Pharmaceuticals.

In 2019, Help Pharmaceuticals implemented a new serialization solution from another provider to comply with the EU Falsified Medicines Directive. However, the solution's

single tenant architecture required complex and difficult-to-manage point-to-point integrations which complicated the process of onboarding new trading partners. This resulted in a protracted and unpredictable onboarding experience, which also made it difficult to determine onboarding costs in advance.

In 2022, Help Pharmaceuticals remedied the situation by migrating to a joint solution from TraceLink and Vimachem. The TraceLink network platform enabled Help Pharmaceuticals to standardize the onboarding process and reduce onboarding time to 1-3 days per customer.

Watch this quick highlight video from a recent TraceLink webinar to learn how Help Pharmaceuticals was able to rapidly implement this future-proof serialization solution with no production downtime in less than 6 months.

**Video**

Contact us to learn more about TraceLink serialization solutions!

Fill out the form to contact us now.