

# Agility in premium courier and packaging services

Tim Brewer, president of global clinical supply operations at **Yourway**, an integrated biopharmaceutical supply chain solutions provider, explains how the company offers the speed and flexibility required to succeed in efficient delivery and effective clinical packaging.

**A**s the market evolves to meet new demands, including a focus on patient centricity and highly time-sensitive, cost-effective production, organisations are expected to respond accordingly, and be more agile and flexible than ever before. The traditional, rigid way of doing business has become antiquated in the pharmaceutical industry because change occurs at a constant pace. Companies that can respond to the demands of the industry, the demands of customers and, most importantly, the demands of patients are at an advantage. As a truly integrated premium courier, clinical packaging service, diverse supplier and privately owned business, Yourway approaches the supply chain with the flexibility needed for success with every delivery.

## Creating solutions in clinical packaging services

Yourway is more than a logistics service provider; it leverages its integrated services to maximise its customer outputs, which is why the company considers itself to be the only truly integrated premium courier and clinical packager on the market.

*“Transportation is a significant factor in all clinical trials, and Yourway’s integrated services are conducive to providing a process that is much faster than what other providers are capable of offering.”*

With flexibility embedded into its offering, Yourway welcomes challenges. From sourcing ancillary supplies and comparator drugs to returns, the company handles every step related to clinical trials, including study design, primary packaging, secondary packaging, labelling, and pick and pack, through distribution.



Yourway can be entrusted to transport drug products and biologic samples, perform primary and secondary pharmaceutical packaging, and provide warehousing and distribution support.

Yourway’s ongoing innovation includes smart planning for packaging that requires leveraging novel approaches and relying on its expertise as an organisation to do so. Yourway is a leader in servicing the global industry, and it strives to continuously improve processes every step of the way. One small aspect of this ongoing initiative is making ‘just-in-time’ labels, which provides customers with the advantages that result from improved supply management. The

integration of that element and Yourway’s premium courier services allows those shipments to move within hours, rather than days, to the end user.

## Integrated flexibility

Although Yourway is a large organisation, it takes pride in its ability to maintain a

business structure analogous to a small company – its size allows it to adjust to the market, especially owing to all the resources it has readily available. Integrating multiple services under one roof translates into more opportunities to prove its agility and better serve the market. Every minute of experience in the company’s 22 years as a premium courier has transferred to its packaging services, creating a consistently rapid and responsive culture throughout the organisation.

Yourway’s integration allows it to control all timelines from start to finish, instead of waiting on third or fourth parties to deliver the same results. By eliminating the necessity to engage a separate packaging provider or courier, the company can have all materials packaged and shipped expeditiously from its facility via its courier service. Full integration means that Yourway controls the entire process, starting from the packaging site through depots around the globe and to the end user. Having full control from packaging to the patient has real-world implications – Yourway is cutting timelines down by more than 50%, which

makes a tremendous difference when handling life-saving medicines.

### Freedom in funding

Yourway's internal funding and structure as a private company is conducive to increased flexibility. It does not report to a large conglomerate or investor, and is proud of the fact that it has been privately owned since its inception. Yourway's absence of debt, coupled with cash on hand, translates to organisational freedom, which allows even greater flexibility. It has the means that allow it to fully dictate all decisions, whether that be adding new services and taking additional operations in house, expanding infrastructure, or allocating funds to innovations and processes – Yourway can continue to grow as an organisation without any red tape, remaining competitive.

### Expertise in clinical trials

As clinical trials have shifted from extremely large surveys to taking on a more targeted approach to reach smaller populations, the benefits of Yourway's flexibility are indisputable. Until recently, 10,000 patients participating in a study was considered to be the norm, whereas today, 100–500 subjects involved in a trial is common. Unable to adapt their long-established operations that were initially designed for large clinical trial runs to the current needs of the market,

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many large organisations have now found themselves excluded.

Yourway is well positioned to support the full range of clinical trial models, from traditional, large studies through small, decentralised studies for rare diseases. The company enters every trial pursuing a process that is accelerated and more efficient, due to paperwork and processes designed to achieve an expedited turnaround. Transportation is a significant factor in all clinical trials, and Yourway's integrated services are conducive to



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### Agile and accessible

Yourway serves the pharmaceutical industry as a true one-on-one service provider. Its customers are offered easy access to the top leaders of its organisation, and nothing is ever off limits, day or night. Clinical trials continue to grow, taking place in hard-to-reach, remote areas, and the materials being transported are more time-sensitive, expensive and complex than ever before.

New standards in the industry mean that there is also more at stake now than in the past. Error is not an option, and Yourway has designed practices to help it avoid issues throughout the

process, including building a global GMP-compliant depot network comprising more than 21 global depot locations. Yourway can be entrusted to transport drug products and biologic samples, perform primary and secondary pharmaceutical packaging, and provide warehousing and distribution support. This support includes temperature-controlled solutions, unused product return services and assistance with logistics project management.

The company is accessible and available to pick up shipments 24 hours a day and

seven days a week, including all holidays. The industry doesn't take breaks, and neither does Yourway. Reaching remote locations is part of what the company does, and it is flexible in how shipments are transported. These options include on-board couriers, private aircraft charters, helicopter services and road transport. No matter where Yourway is or where it's going, it has the agility needed to have clinical trial samples sent out on the next available flight, as soon as an order is received.

Formed in 1997, Yourway has maintained a commitment to its customers and fully understands the critical nature of their shipments. In spite of its continuous growth over the past decade, the company's attention to its customers has been unwavering, and it has grown more agile as it has expanded. The roots on which Yourway was founded have evolved to become more deeply embedded in the organisation. This emphasis on company values and organisational structure translate into increased benefits for the company's customers internationally. Committed to a quality comprehensive service offering, Yourway's integrated project managers support its clients every step of the way. Its convenient packaging services, 24/7 storage and depot assistance provide customers who partner with Yourway BioPharma Services a broader network, managed by a team that will meet every challenge with a flexible solution. ●

### For further information

[www.yourway.com](http://www.yourway.com)