Integrated solutions for Cell & Gene therapies

The healthcare industry is tremendously changing:
Healthcare manufacturers and bio-tech companies are working on an increasing number of advanced therapies medicinal products (ATMP).

This development is more than a change that the industry knows from the past – it is more like a transformation of the entire patient journey that demands a completely new supply chain strategy where various participants need to collaborate and act as one team!

Integrated vein-to-vein logistics is in this fast-growing environment of Cell & Gene therapies one of the differentiating keys to success. The setup is as individual as every patient’s therapy in terms of transportation time, storage requirements, temperature control and handling sensitivity. Beside this, all involved stakeholders must ensure that everybody has the right information at the right time for their activities.

Based on our customers’ individual requirements, we design, implement and operate an efficient and patient-centric supply chain with the right IT platform that integrates processes and stakeholders. Our solution differs significantly from conventional pharma supply chains.

Integrated healthcare order-2-cash logistics is our home turf.
For more than 20 years, Arvato’s business unit Healthcare is Europe’s leading partner and expert for highly integrated order-2-cash logistics solutions for pharma, biopharma and med-tech manufacturers out of one hand. We operate the entire supply chain for and on behalf of our clients with one unified IT platform and QA system.

- Multi-language Customer Service
- Global temperature-controlled Warehousing, Manufacturing & Distribution Sites with more than 200,000 m²
- Transport Management with integrations of more than 150 specialized carriers
- Returns Management & After Sales Logistics
- Financial Services

Based on this experience and knowledge, we now support your Cell & Gene therapy – from patient registration to reimbursement – out of one hand.
We provide innovative integrated solutions for patient individual supply chains with digital applications and operational excellence that manage complexity and provide transparency to support key stakeholder.”

Dr. Thorsten Winkelmann
President Healthcare

Manufacturers need to be supported along the entire patient journey

Cell & Gene therapies are highly complex processes with a lot of bureaucratic paperwork and many stakeholders that must be managed and streamlined. The supply chain is completely different compared to traditional pharma logistics. Therefore, new supply chain strategies must be implemented that give the right answers to these changes and challenges:

- **Greater patient centricity** – Digital exchange of information through involved parties
- **Tremendous high value treatments** – 100% quality and no tolerance for failure
- **Patient individual & costly shipments** – Experts and partners who manage therapy delivery
- **Vein-to-vein traceability** – Digital tools to provide transparency
- **Connection of stakeholder** – Streamlining all activities on one platform
- **High demand of agility** – Make therapy processes as smooth as possible

This entire process – from order to reimbursement - needs to be designed as a “fully integrated service model”. Healthcare manufactures will only be able to scale commercialization of their Cell & Gene therapy when they reduce process complexity, increase transparency and care for quality & security.

Arvato is the partner for the healthcare industry and manufacturers of advanced & personalized therapies: Our true end-2-end solution provides the right services, processes and an orchestration platform that enable successful therapy delivery to increase quality of life.

Our Solution supports manufacturers as well as key stakeholders

Arvato offers a fully integrated order-2-cash business model for both, healthcare providers and manufactures of Cell & Gene therapies.
Cell & Gene Orchestration Platform

We take care that every stakeholder gets the right information at the right time to deliver the right therapy to the right patient!

The Cell & Gene orchestration platform is an enabling differentiator to provide ATMP to your patients successfully. Advanced and personalized treatments like Cell & Gene therapies demand safe and seamless collaboration across the supply chain to uninterruptedly safeguard the Chain-of-Identity (CoI) and Chain-of-Custody (COC). The platform provides transparency across the full treatment cycle to all parties so that a smooth delivery of the therapy is ensured.

- Real-time supply chain orchestration along all involved organizations and roles
- Customizable, flexible workflows: From registration to reimbursement
- Scheduling and capacity planning for the entire treatment journey
- Carrier booking together with track & trace visibility
- Adaptable label printing engine in accordance with ISBT128
- FDA 21 part 11 compliant digital signatures
- Compliant audit trails proofing CoI & CoC, optionally based on immutable blockchain technology

Case Management

We manage complexity and provide the right transparency!

Successful therapy delivery needs operational case managers who oversee, coordinate, and if needed, troubleshoot logistics to ensure that starting material or manufactured products arrive on time, every time.

Our operational case managers support our clients and key stakeholders by navigating through the complexities of cell therapy delivery:

- 24/7 availability and able to support in local language
- Aligning all stakeholders to ensure seamless therapy delivery
- Coordinating and scheduling logistics: from collection over manufacturing to infusion
- Tracking and verifying CoI & CoC
- Troubleshooting and providing solutions to unexpected challenges
Warehousing and Cryo Storage

We manage complexity and provide the right transparency!

In addition to our portfolio of services, which includes Cycle Counting, Inventory Management Delivery of Cell & Gene therapies requires the ability to hold products in readiness whilst logistical, regulatory and potency considerations are dealt with and recorded. Arvato's site network is equipped with state-of-art infrastructure and supports your cold-chain requirements.

- 200,000 m² dedicated warehouse space at 15 sites
- Sites in Germany, France, the Netherlands, UK, Ireland, Switzerland, Spain, Portugal, Italy, Poland, Russia and USA
- Temperature controlled areas (+15 °C to +25 °C, +2 °C to +8 °C, -20 °C, -80 °C and -196 °C (LN2))
- GMP + GDP certifications
- QP-Onsite
- Unified and integrated QA system

Transport Management

We ensure that your therapy arrives on the right time, at the right place for the right patient!

The ultimate success of Cell & Gene therapy products relies on the seamless delivery to patients. Many gene therapy products and intermediates need to be stabilized by either cryogenic perseveration or refrigeration during storage and transport with limited or no allowable temperature excursion. Transport management services are be available for each country and required delivery service using validated carriers.

- Customized transport solutions for highly sensitive and urgent products
- Individual cold-chain packaging solutions (e.g. special dry shipper for Cell & Gene transports)
- Transport of actively or passively cooled products from ambient to cryogenic (+25 °C to -196 °C)
- Track & Trace (e.g. GPS, temperature, humidity, Pressure, light, orientation, shock)
- Expert knowledge: Transportation, customs, legal, compliance
- Network and Integrations with more than 150 carriers
- Preferred partnership with World Courier for specialized Cell & Gene transports
Financial services

We take care of your financial flows to bring your therapy successfully to your patient!

Even Cell & Gene therapies request to manage financial flows. The financial services for advanced therapies consist of services such as creation and dispatch of invoices, accounts-receivable (AR) management, dunning, factoring. All services are conducted in full compliance of SOX requirements.

- Financial services on behalf of the manufacturer
- Activities will be performed in the "look and feel" and in accordance with the corporate design of the client
- Document in local language and currency and respecting the applicable VAT
- Professional customer care service: “one face to the customer” by dedicated financial service team
- Process-oriented and integrated consulting: all components of financial management from one source

Our partners

Any failure within the supply chain of an ATMP can have the same impact on a patient’s life as a failure within the manufacturing process. Therefore, it is essential to have the right partners on board that support and ensure the successfully delivery of very critical shipments – whether in a clinical or in commercial environment. Arvato has a network of specialized partners, who meet our high quality and process standards. The dedicated alliance ensures that we provide the best possible service to our customers in over 125 countries.

AmerisourceBergen World Courier

AmerisourceBergen World Courier has been managing cryo-shipments for over 20 years. The transportation and LN2 charging capabilities support our global approach for these life-changing therapies. Advanced therapy manufactures can immediately benefit from established and qualified operations with access to cryogenic transportation solutions close to patient and manufacturing locations. The network enables shorter lead times and reduced positioning costs.

Brooks Life Sciences

Brooks Life Sciences provides the life sciences industry with the most comprehensive portfolio of sample management solutions, enabling to accelerate innovation and improve patient health. The sample management infrastructure for automated storage and cryopreservation supports clients to store their ATMP in a safe and temperature-controlled environment in our warehouses.

Hypertrust Patient Data Care

Hypertrust Patient Data Care (HPDC) provides (specialized) solutions and consulting services to optimize the supply chain of advanced & personalized therapies. Hypertrust X-Chain enables pharmaceutical and biotech companies to set-up, orchestrate, operate and scale-up a frictionless supply chain that ensures highest data security based on latest technology, decentralization and pharmaceutical standards.
With this operations setup, Arvato's clients gain advantages from:

- Network & partners
- Digitized & structured processes
- Stakeholder integration & managing of complexity
- Ability to scale & grow

Interested to learn more?
Please check out our video clip that shows our integrated services for Cell & Gene therapies.

We deliver quality of life

AS HEALTHCARE SPECIALISTS, WE HELP TO CREATE A NETWORK OF ALL STAKEHOLDERS IN THE HEALTH SECTOR

We believe that healthcare systems, sales channels and distribution chains undergo constant change to ensure patients derive the greatest benefit from innovative and existing pharmaceuticals and medical products at the most reasonable costs. We support you in making this happen!

Arvato integrates healthcare know-how, industry knowledge and broad understanding of processes and IT systems to develop bespoke outsourcing solutions. Our clients benefit from seamlessly integrated order-to-cash solutions, which connect them to the point of care, bringing them closer to their patients.

More information:

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