

Octapharma France and Benelux depends on 24/7 distribution solutions from arvato services healthcare

Octapharma, manufacturer of medications from human plasma for use in the areas of immunology, haemophilia, and intensive care and emergency medicine has decided to collaborate with arvato services healthcare in the distribution of its products to hospitals and clinics. Using an integrated supply chain solution, arvato services healthcare provides delivery of Octapharma products in France, Belgium, and Luxembourg within 24 hours, seven days a week.

The products are shipped from the arvato services healthcare distribution centres in Zaventem, Belgium and Lognes, France. The services encompass order management, warehousing, shipping, returns handling, and payment management and thus cover many services along the order-to-cash cycle. The service portfolio is rounded out by clinical trials services and the distribution of various advertising materials.

With its comprehensive solution and efficiently interlocked processes, arvato services healthcare guarantees competent and reliable processing of all customer orders and inquires and thus ensures punctual, high-quality delivery of products.

Delphine Bernard-Le Nezet, who is responsible for Hospital Tenders & Logistics at Octapharma, confirms: “The processes work together efficiently. Thanks to the uniformity of the IT systems maintained by arvato services healthcare, the international communication and information flow is exemplary. We are able to maintain an overview at all times, and if necessary, react quickly to ensure the satisfaction of our customers. In this way, we convey a professional image to our customers, which helps strengthen customer loyalty.”

Dr. Laurent de Narbonne, General Manager at Octapharma adds: “My team and I have come to know arvato services healthcare as a company with committed

employees, who have sound industry and process know-how and give us proactive support. The adaptable processes and flexible infrastructure available to arvato services healthcare have provided us with a supply chain solution which is custom-tailored to our needs, a solution that offers the right handling for each of our products; whether temperature-sensitive products or our advertising materials. Our product loss rate has decreased by more than 80% since we have changed to arvato services healthcare.”

About arvato services healthcare:

arvato services healthcare is an international outsourcing service provider specialising in the pharmaceutical and healthcare industry. The company develops and implements integrated supply chain solutions tailored to the needs of its customers. Its services include all services along the order-to-cash cycle. Customer relations management services round out its portfolio of services. With sound, in-depth knowledge of the industry, intelligent IT solutions and great competence in consultation and implementation, arvato services healthcare helps its customers optimise the distribution of their products. Numerous facilities in Europe are available for the implementation of effective solutions (such as direct-to-pharmacy or direct-to-patient). These facilities have the wholesale trade licence, the manufacturing licence and the certifications pursuant to EN ISO 9001:2000, GMP, GDP and Sarbanes Oxley, in accordance with the respective requirements. arvato services healthcare is a subsidiary of arvato AG.

About Octapharma:

Octapharma is the n°1 European and n°3 worldwide biopharmaceutical company specialised in the development and manufacture of preparations from human plasma. These preparations are highly pure, virus-inactivated medications for use in the areas of immunology, haemophilia, and intensive care and emergency medicine. More than 2,500 employees in more than 70 countries ensure that these high-quality products, which meet current clinical and regulatory requirements, are available for patient care worldwide.