



Track and Trace - Increasing visibility in the healthcare sector

Digital Track and Trace

Delivering transparency, security and efficiency to the healthcare sector.

The outbreak of Covid-19 across the world has brought the efficiency and effectiveness of healthcare logistics into sharp focus. The need to get equipment and medicines to people in urgent need has seldom been more important. While the issues facing healthcare distributors might be front of mind right now, they are far from new or outside the business as usual challenges faced across the sector. Security, traceability, real-time data and integrated customer interfaces, and accessibility are key to the smooth operation of distribution centres world-wide. Fortunately, there is a wealth of integrated, smart technologies and devices available to healthcare distributors that can be deployed to help.

MEETING TODAY'S CHALLENGES

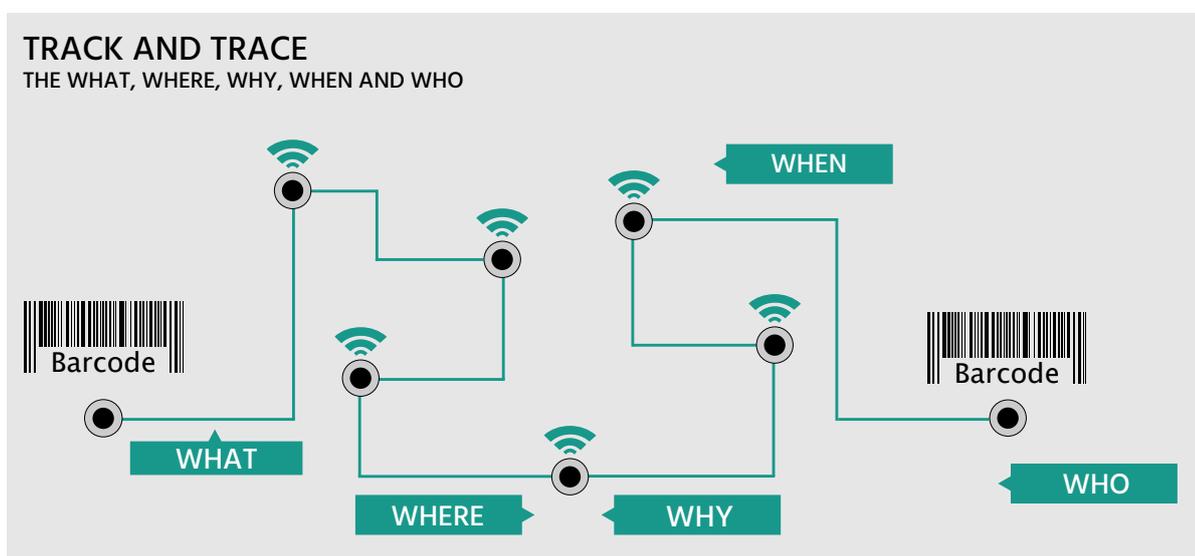
Imagine a world in which a single barcode can be used to match a patient to their medication and where that barcode can connect that medication back to the manufacturer. A world where patients and healthcare providers are able to see at a glance where things are and when they can expect to be able to use them. A world in which theft, whether petty pilfering or larger-scale, sophisticated scams, are made impossible through high-security, transparent, customer-driven ordering systems. Where customers are empowered by data that ensures they're happy and loyal. Today's cloud-based, inherently mobile supply chains could elevate that dream to a daily reality.

Traceability and security go hand-in-hand. In a 2019 blog post to licensees, the MHRA presented data showing that over half of all sector stakeholders were aware of an incidence of medicines being stolen. Having the capability to trace each item, order and delivery can reduce instances of theft and can ensure lost items are traced quickly.

Digital Track and Trace is the key to compliance

From the moment items arrive, to their delivery at the customer, you need to track and trace items to safeguard them and maintain security. Tools that automate the capture of essential tracking information, using barcode scanning through hand-held readers and cloud data enable secure, efficient and effective item handling and distribution.

Digital Track and Trace allows you to see the What, Where, Why, When and Who of logistics and distribution and has the power to revolutionise how you work.



TRACK AND TRACE

The What, Where, Why, When and Who of logistics

Security can be judged as only being as strong as the weakest link in the chain. The people who tell you this will each have their own theory about which link is weakest and many will say that it's the people using the technology that are the problem. This is often right but the focus on individual links often ignores one of the most important aspects - whether it was the right chain in the first place. So often, it is a lack of strategy that undermines security.

When it comes to security it is possible to give too much thought to the 'What' and the 'Who'. "What are we protecting?" and "Who are we protecting our assets from?". Logistics security needs to consider broader questions. "What is this item?", "Where has this item come from and where is it going?", "Why is it here?", "When does it need to leave?" and "Who is handling it?" become questions and considerations when the security and traceability of medical supplies are concerned.

What?

It is easy to convince yourself that you know what everything is in your supply chain. This is not always the case. Your supply chain is as good as the data you collect, so if you are unclear about what things are when they arrive, it's certain that problems will occur later. Scanning an item's SSCC barcode on arrival is the first step towards creating a fully transparent chain. Knowing what each item is from the moment it arrives means that you start from a position of control.

Where?

Most organisations will know where they have stored items, but few have truly got to grips with every aspect of 'Where' in their supply chain. Putting relevant data about where items have come from, where they are going and where they are stored into the hands of key staff and stakeholders provides transparency and provides greater control. When warehousing and back office integrate and align, your supply chain can become proactive, more communicative and therefore support your customers.

Why?

How often do you stop and ask 'Why' an item is in your supply chain? Why do we have it? Is it the correct item? Who has sent it? What happens next? Not knowing why you're in possession of goods doesn't just threaten your security, but also your operating efficiency and effectiveness. Space given over to items that are in your chain but should be elsewhere costs you time and money. With a clear, transparent flow of goods and data, you will have complete control over your entire supply chain.

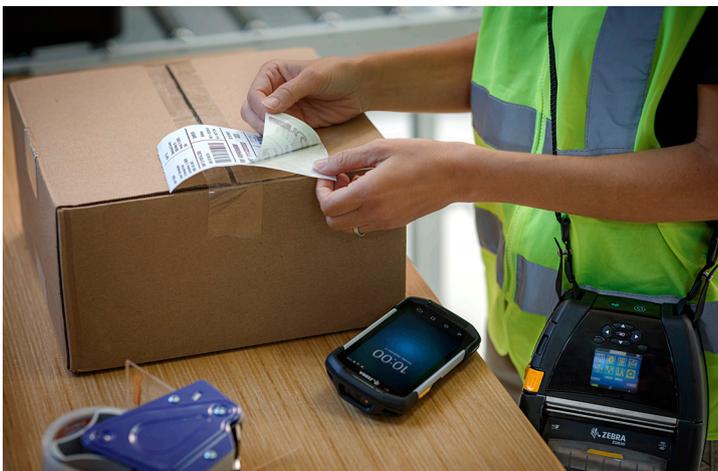
When?

When did this arrive? When is it leaving? When will it arrive with the customer? The questions around when an item became your responsibility and when it will be delivered are at the heart of all supply chain operations. An efficient operation holds items for the shortest possible amount of time and delivers them to customers as quickly as possible. When supply chains integrate seamlessly with back office procedures they can be opened up to allow customer self-service through digital gateways and better data allows you to know the 'when' of every item in your inventory.

Who?

The question of 'who' is greater than just who are we protecting ourselves from. It is a matter of understanding who is in contact with every item, the hands that it has passed through and the people who should be handling items. Through the use of smart, rugged, hand-held devices that allow for barcode scanning, it is possible to see every pair of hands that has come into contact with every pallette and item.

Central to all good supply chain strategies sits an understanding of how to manage the 'What, Where,



Why, When and Who'. Businesses who have successfully achieved this have three areas of focus in common. The implementation and application of barcoding and scanning, back office integration and the use of mobile devices.

The use of mobile devices is the most important aspect of supply chain strategy. From the warehouse to the customer's door, a supply chain that fully integrates mobile technology to connect each and every step of the process

becomes inherently transparent and secure.

Mobile devices and barcode technologies operate hand-in-glove. From the collection of SSCC data when pallets are delivered to your facility, to the capture of data as items are passed down the chain, barcodes scanned and managed through mobile devices easily link all of the What, Where, Why, When and Who aspects.

Once all of this information is integrated into your back office systems, your supply chain becomes fast, efficient and completely transparent. With the right tools in place, you can create a customer focused platform that allows for self-service tools, live tracking and secure transactions.

“Stream has it all. A great product, great people, great energy and great ideas. Stream provides strong support, attention to detail and a willingness to suggest alternative ways of driving efficiency or improving service to our customers. If you want a superb transport management solution, with an energetic dynamic approach to development and solution delivery, genuinely look no further.”



THE POWER OF STREAM

Supply chain software powering the UK network

Achieving successful, strategic supply chain management is made simpler when the tools that you are working with support your aims. Software and systems that have been designed with the needs of healthcare logistics providers should be an essential part of your strategic implementation.

The Stream software suite has been created entirely for this purpose. Stream has two components, Stream Go and Stream Check. Stream Go allows the management of supply chains, while Stream Check helps to maintain your vehicles and fleet.

Software for every step in the supply chain

Stream has been created to support the day-to-day needs of healthcare supply chains while also fitting in with their strategic aims.

Stream is among the most powerful supply chain software systems available, offering a suite of tools and features that make every process effortless. Stream has been designed to operate on and with mobile devices. As an inherently mobile system, Stream allows you to scan items into your inventory from the SSCC barcode, generate your internal barcodes and manage the flow of goods through the chain using mobile devices. This guarantees a full audit trail, showing where items have been and who has handled them.

From the moment an item arrives at your warehouse, Stream allows you to add it to your inventory and see clearly what the item is. Integration with your back office systems allows you to see where the item is stored and destined, a facility further enhanced by Stream's self-service customer gateway which allows your customers to place their own orders directly with you.

Stream's ability to cope with the 'what' and 'where' elements of your supply strategy is only surpassed by its powerful suite of tools that are designed to answer the 'why', 'when' and 'who' questions.

With intelligent logistics planning and advanced route optimisation - even for electric vehicles - Stream offers an unrivalled range of logistics tools and features that ensure secure chain processing and management, detailed performance analytics, real-time tracking and telematics and, because Stream Check is included within the app, a well-maintained and healthy vehicle fleet.

Stream is the only supply chain management tool that allows you control the 'what', 'where', 'why', 'when' and 'who' of your supply chain.

Experience the power of Stream

For a free demonstration of Stream Go and Stream Check, go to our website: <https://go2stream.com/> and request a demo.