



Cold Chain Consolidation Boosts Pharmacy Productivity

Challenge

A large retail pharmacy chain struggled with its cold chain packaging and shipping products. The company relied on multiple vendors for the various coolers, insulated mailers, gel packs, specialty labels, forms and documents needed to handle cold chain medications at thousands of stores nationwide. As a result, the cold chain products used by the company differed from store to store. This created variability in the client's internal cold chain handling procedures and the operational costs of each store. Pharmacists also received multiple cold chain supply deliveries each day, pulling them away from filling prescriptions and providing counsel to customers.

Solution

Taylor's national warehousing network — and 20+ years of cold chain experience — enabled an efficient, single-source solution.

- The cold chain products utilized by the company's pharmacists have been standardized across the chain, eliminating process and cost variability from store to store.
- Instead of receiving multiple shipments of cold chain materials sporadically throughout the day, stores receive a single daily shipment of cold chain-related items from Taylor.
- After identifying opportunities in the company's cold chain product assortment, Taylor recommended higher-performing alternatives that withstand FDA audits and meet or exceed the requirements of ISTA®, USPS®, FedEx® and UPS®.

Results

Taylor's cold chain packaging and shipping solution has had far-reaching impacts on pharmacy operations.



CUSTOMER SERVICE

Pharmacists can focus on filling prescriptions and interacting with customers, delivering better service.



FINANCIAL REPORTING

The same SKUs are now delivered to every location at the same cost, simplifying accounting and forecasting.



BRAND IMAGE

The standardized product assortment has brought a more consistent appearance to their cold chain packages.