



Cold Chain Consolidation Boosts Productivity for Retail Pharmacy

Results

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

Challenge

One of the nation's largest retail pharmacy chains was experiencing logistical challenges related to 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 both the client's internal cold chain handling procedures as well as the operational costs of each store. Pharmacists also received multiple cold chain supply deliveries each day, pulling them away from their most critical functions — filling prescriptions and providing counsel to customers.

Solution

Taylor used its vast national warehousing network — and 20+ years of experience in cold chain distribution management — to provide 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®.



CUSTOMER SERVICE

Pharmacists can focus on filling prescriptions and interacting with customers, providing a better overall experience.



FINANCIAL REPORTING

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



BRAND IMAGE

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