

LIFESCIENCES

SAMEDAY

CASE STUDY | Biopharmaceutical

PROBLEM:

A cancer patient in Singapore was given an accidental overdose of a highly-toxic chemotherapy drug – receiving what should have been a five-day infusion in just five hours.

An experimental antidote – perhaps the only chance of saving her life – could be made available. But it was more than 9,600 miles away...and it had to reach her in less than 48 hours.

SOLUTION:

The developer of the experimental antidote, a biopharmaceutical company based in Maryland, received an emergency phone call about the situation and quickly began exploring the available shipping options. After discouraging answers from other companies, they contacted DHL SameDay.

As soon as the call came in, it was clear there was only one way to handle this critical shipment: hand carry it the entire way.

Using DHL SameDay's proprietary Integrated Routing and Information System (IRIS) –the team at the DHL Quality Control Center immediately started mapping out the best route to take and resolving some of the many issues that the client faced including:

- Finding a courier with the proper passport and paperwork to speed through customs – and having him dispatched, briefed by the client and on his way to the airport with the package, all in less than three hours
- Making reservations for flights across three continents
- Organizing all the necessary documents and sending them ahead for customs clearance and permit approval
- Coordinating arrival with DHL SameDay's office in Singapore
- Monitoring progress in real time at the Quality Control Center, and maintaining communication with the client at key points throughout the entire process via email, phone and on-line tracking

RESULT:

The experimental antidote arrived in Singapore, made it through customs and was handed off to a hospital pharmacist, – hours after the first phone call was made – in plenty of time for doctors to administer the drug and treat the patient.

The client's reaction? *"You're never going to be 100% confident until it's in the hands of the people it needs to be in. But they had everything covered. When it's a tough scenario, I will always call DHL SameDay."*



Client Info: Wellstat

Wellstat Therapeutics Corporation is dedicated to the discovery, development, and commercialization of products that will provide new and improved treatments in the fields of oncology, metabolic, neurometabolic and neurodegenerative disease.

Web: www.wellstattherapeutics.com

About DHL SameDay:

A subsidiary of DHL Express, DHL SameDay has more than 30 years of experience in Next Flight Out, Hand Carry, Charter and Dedicated Drive delivery. Its global network provides superior service and local knowledge necessary to satisfy emergency shipping requirements.

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