# SYSTECH®

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**CASE STUDY**

# Pharmaceutical manufacturer mitigates risk of revenue loss by switching to Systech UniTrace® to resolve 3-month shipping delays

Facing severe EPCIS data issues that led to three-month shipping delays and strained relationships with trading partners, an ophthalmic pharmaceutical manufacturer switched from their former track & trace solution to Systech's UniTrace® solution for lot-level compliance. After multiple failed patches, the company needed an urgent solution to restore operational continuity, meet global compliance deadlines under the U.S. Drug Supply Chain Security Act (DSCSA) and avoid costly disruptions.

## EPCIS issues cause product delays

The company faced significant operational bottlenecks due to missing or inaccurate EPCIS data, including shipping delays for more than three months which forced them to look for a new solution. Their products were at risk of being placed into quarantine when they reached wholesale distributors, ultimately resulting in further delays and revenue loss.

Despite multiple attempts to resolve the issue, the manufacturer experienced poor support with long response times and four ineffective software updates. The manufacturer had an urgent need to replace its legacy track and trace system with a reliable, proven solution that could quickly stabilize their operations, minimize disruptions and ensure compliance with industry regulations.

# UniTrace promptly resolves EPCIS issues

A reputable CMO advised the pharma company to use UniTrace based on its long-standing relationship with Systech—a company that has been serving 85% of the world's top 20 pharmaceutical manufacturers for decades. What stood out in the recommendation was Systech's proven history of agile implementation and reliable exception management.

## Key benefits of UniTrace implementation

**Fast, smooth rollout –** The Systech team completed implementation using a proven migration framework and leveraging pre-built connections. This minimized downtime and internal resources.

**Data Error Prevention –** UniTrace's Data Check Module cut error resolution time from an hour to 1 minute, dramatically reducing IT intervention costs by automatically catching issues before they disrupt operations.

**Adaptable Configurations –** When changes to workflows, SOPs and other business processes occur, UniTrace's configurable handlers and channels avoid the need for custom coding.

**Achieve Revenue Goals –** Instant alerts to issues enabled fast coordination across partners and internal teams to keep products moving and on time.

## Systech UniTrace®

UniTrace is a cloud-based track and trace solution built for pharmaceutical supply chains. It delivers full visibility from production to patient and helps companies stay compliant with global regulations such as DSCSA and EU FMD. To streamline compliance, mitigate supply chain disruptions and offer continuous improvement UniTrace bridges Systech's line optimization expertise with leading industry features, such as automated data error prevention, multi-scan technology and built-in rework tools to enhance exception management.

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## Results

By switching to Systech UniTrace, the pharmaceutical manufacturer was able to resolve the EPCIS data issues that had been plaguing their supply chain. This transition led to:

- Timely and accurate shipping, helping to prevent delay penalties and product quarantine

- Enhanced customer satisfaction by maintaining strong relationships with trading partners

- Operational continuity, enabling the customer to focus on core business activities with confidence that compliance needs were being met

## Looking Forward

The company's switch to UniTrace positioned them to scale their operations and maintain robust, lot-level compliance without the complexity that once hindered their business.

With Systech's solution in place, they are achieving seamless product movement to patients in need while upholding the highest standards of customer satisfaction and regulatory compliance. The new system resolved immediate supply chain disruptions while also providing a long-term, reliable solution for an increasingly complex regulatory environment.

Systech is proud to celebrate 40 years supporting life sciences customers, with extensive experience in supply chain solutions for companies of all sizes. Our technology is deployed across thousands of facilities and trusted by hundreds of customers worldwide. Through continuous investment in product upgrades, operational enhancements, and security services, we leverage the resources and expertise of being part of a Fortune 500 enterprise.

Speak to a track & trace expert, today!

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