

## Your Prescription for Supply Chain Health and Well-Being

### Healthcare Quality Program Delivers Peace of Mind and End-User Brand Loyalty

ALOM has a 15 year history of serving the medical, biotech, and pharmaceutical sectors by consistently exceeding stringent supply chain quality requirements. Since 2011, ALOM has been ISO 13485 certified demonstrating internationally recognized process and quality management programs are in place specific to the medical device, healthcare, biotechnology, and pharmaceutical industries.

At ALOM, we understand that our collective expertise and level of performance directly impact the health and well-being of your customer. Therefore, there are justified expectations to quality, process control, and the highest levels of privacy protection. That is why, In addition to our ISO 9001, ISO 13485, and TL 9000 certifications, ALOM is FDA registered, Privacy Shield certified, and HIPAA compliant to comply with both U.S. and global privacy requirements. We meticulously track lots and expiration dates, provide temperature-controlled storage, and ensure documented traceability throughout the global supply chain.

#### Medical Sector Advantage

ALOM's proven services and proactive approach in the medical sector include a standard quality plan template that can be customized to each client. With our advanced order management and inventory control technology we excel in traceability and omni-channel fulfillment for seamless retailer and end-user integration. Should an issue arise, a complaint and corrective action report is logged and immediately visible in our customer portal. For medical devices with electronic components, we offer ESD handling, repair, and configuration; including recycling and disposal.

ALOM has the experience and tools in place to protect our clients and their end-users by thoroughly addressing product safety, security, and regulatory compliance requirements.



*ALOM supports 23andMe, a direct to consumer DNA-based genetic testing service with turnkey e-commerce fulfillment and order traceability.*

#### Customer Success

##### 23andMe

ALOM serves 23andMe customers with flawless inventory control, e-commerce order processing, traceability, and fulfillment; including DNA test kit sample laboratory shipping.



##### Beckman Coulter

High-volume print management, media duplication, assembly, kitting, and document fulfillment for highly technical microbiology product information kits.



## Product Supply Chain and Marketing Operations Services

Our clients work collaboratively with a dedicated ALOM strategic account manager to outsource all, or substantial parts of their global operations where we seamlessly manage both the product supply chain and marketing operations of their business-critical programs.



*Kitting and assembly*



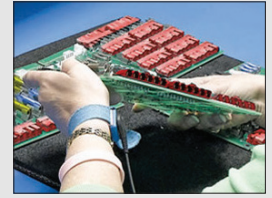
*Worldwide print management*



*Secure inventory control*



*E-commerce global fulfillment*



*ESD room assembly, test and repair*

## Medical, Healthcare, Pharmaceutical and Biotechnology Supply Chain Expertise

**Inventory management and lot rotation**—Healthcare industry materials and products require careful storage, packaging, temperature control, security monitoring and lot rotation. ALOM excels in every aspect of inventory management including returns management.

**High-demand planning and production**—The ALOM Production System is integrated with ERP to ensure full control of work orders and materials flow through all assembly stages. ALOM specializes in ESD environment configuration and assembly.

**E-commerce fulfillment**—ALOM has the technology, experience, and processes to track orders in real-time and avoid problems that may incur additional expense or delay delivery such as carrier agreements and cross-border service specialists.

**High-volume digital media duplication**—Specializing in vertical engineering and optimized sourcing for critical applications, ALOM operates one of the largest media duplication centers in the U.S.

**Global print management**—ALOM print buyers procure a wide range of materials from our network of worldwide print suppliers to reduce expense while ensuring quality, regulatory compliance, and on-time delivery.

**Advanced and emerging technology**—Complex supply chains run on expertly applied technology. ALOM engineers work with your teams to develop systems and tools that increase visibility, mitigate risk, and optimize processes.

## About ALOM

ALOM is a global leader in supply chain management serving as a partner to its Fortune 100 clients by expertly and seamlessly conducting their key business functions. We are the quality leaders and readily exceed industry quality standards. We accomplish this by our obsession with flawless execution and by treating each client's business, and their customer as if it were our own.

We are passionate about quality and committed to delivering our clients' products and services perfectly, enriching the customer experience, and enhancing their brand reputations.

ALOM is committed to making a positive impact on the environment. We are dedicated to maintaining the highest standards of sustainability, recycling, and environmental stewardship.



*ALOM operates from 18 global locations with service facilities near major world markets and manufacturing centers.*

## ALOM | Global Supply Chain Leadership & Innovation

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