

Medical Test Kit Company

Rapid Supply Chain Scalability Positions Customer to Master the Waves

Challenge

- Rapid scalability to meet unpredictable demand
- Ineffective materials sourcing
- Stringent medical quality regulations
- Lack of visibility into inventory and order status
- Limited traceability and data reporting
- Uncharted waters—no solution precedent

Solution

- Flexible rapid response resource planning
- FDA-compliant assembly and kitting process
- Integrated order management with status reporting
- Real-time business intelligence monitored visibility
- Serialized lot control and expiration date management

Benefits

- Rapid program onboarding
- Staffing and production models to rapidly scale and fully meet demand
- Inventory visibility and shipping traceability
- Real-time data and reporting to meet stakeholder regulatory requirements
- Same day order fulfillment and shipping
- 99.9% complete order on-time shipping



Medical expertise combines with rapid scalability to meet fast-changing, critical-product demand

COVID-19 waves are difficult to predict and also difficult to manage. Availability and access to accurate tests plays a critical role in this post-COVID world, and no organization understands that better than ALOM, which provides supply chain solutions for a test kit manufacturer customer. The company's molecular COVID-19 test kits combine the best of PCR and rapid tests, providing results in 30 minutes or less.

These highly accurate tests, combined with ALOM's ability to quickly ramp production and distribution of test kits, make it possible for everyone to go about their daily lives with less worry, knowing whether their stuffy noses and irritating coughs are a common cold or COVID-19.

To accommodate unpredictable market demand and irregular deliveries from the company's Caribbean-based manufacturer, an extraordinarily agile and highly scalable supply chain solutions provider was needed — one that was collaborative and committed to positioning the organization for growth.

"In ALOM, we found a supply chain services partner that was nimble enough to ramp up quickly and flexible enough to scale so we could meet peak demand," stated the Director of Global Supply Chain and Fulfillment for the company.

In less than a month, ALOM retooled its operations for a customized supply chain solution that handled procurement, inventory, production, kitting, fulfillment, and distribution of the company's COVID-19 test kit product line.

At the height of pandemic demand, ALOM was producing and shipping up to 1.5 million test kits each week.

"Being able to access data in real time and use it to make decisions has been absolutely critical. It keeps our business running."

Director
Global Supply Chain and Fulfillment

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Meeting stringent regulatory requirements

Our customer's COVID-19 test kit is the only single-use molecular test authorized for at-home use by the U.S. Food and Drug Administration (FDA). The company's COVID-19 all-in-one test kit is available via prescription and approved for use in healthcare settings.

Familiar with ALOM's medical test kit domain expertise, the customer reached out early in the pandemic. The company wanted to leverage ALOM's 20+ year expertise in healthcare industry regulatory compliance and its exceptional record in meeting erratic pandemic-driven demand.

“Our products must meet stringent regulatory requirements, making ALOM's medical industry expertise invaluable.”

Director Global Supply Chain and Fulfillment

Prior to partnering with ALOM, the company relied on its manufacturer for all assembly, kitting, and fulfillment. The vendor struggled to perform these critical activities and to source essential components. Such missteps created delays in every part of the supply chain when fast delivery was critical.

ALOM, with multiple FDA-registered facilities across North America, helped manage these unexpected manufacturing challenges. Whenever test kit supplies arrive at ALOM's receiving docks, the company safely and rapidly scales operations so our customer can meet tight shipping deadlines and grow its market share in North America.

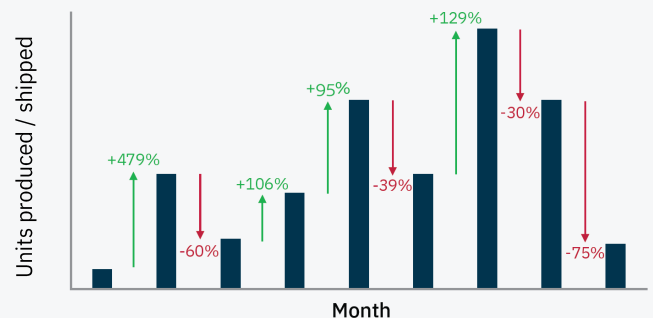
Additionally, ALOM's quality processes are ISO 13485 certified to ensure every test kit always meets the strictest standards regardless of fast changing order volumes and high speed, high volume assembly.

Achieving traceability with real-time data

These test kits have a 12-month shelf life, which requires ALOM to meticulously track lot and expiration dates, and to provide temperature-controlled storage to ensure optimized product performance. Serialization and integrated real-time monitoring

Operational agility to scale up / ramp down to meet rapidly changing demand

Complete order on-time shipping 99.9%



provide the visibility needed for first expired, first out (FEFO) management.

ALOM's business intelligence-powered client dashboard monitors the customer supply chain operations and displays key performance metrics in real-time. These analytics provide actionable visibility, traceability, and back-end reporting.

Tracing each individual kit generates a vast amount of data, and even more traceable data is generated during shipping, when each kit is sent to consumers, companies, health systems and government organizations.

“Every functional group within our company has pulled data from the ALOM system,” the customer notes. “Being able to access data in real time and use it to make decisions has been absolutely critical. It keeps our business running.”

Protecting consumers' privacy & health information

American and Canadian consumers can purchase the test kits via the customer's website, and ALOM is committed to protecting their information and health privacy.

To ensure the highest operating standards, ALOM maintains a strict data privacy policy built on HIPAA compliance and SOC 2 Type 2 certification.

