

**DHL THERMONET**

**SETTING NEW STANDARDS IN  
TEMPERATURE CONTROLLED SHIPPING**



EXCELLENCE. SIMPLY DELIVERED.

**DHL**  
GLOBAL FORWARDING

# YOUR COLD CHAIN SOLUTION TO COVER THE WORLD

Transporting temperature controlled shipments for the Life Sciences and Healthcare industry requires a unique combination of skills and expertise.

You need a partner who can bring together dedicated infrastructure, global Standard Operating Procedures designed around your specific needs, trained staff who all work to identical protocols, and leading edge monitoring, tracking and reporting technology.



## WELCOME TO DHL THERMONET

With the largest and most trusted network in the industry DHL Global Forwarding has a proud track record in Life Sciences and Healthcare. However, we recognize that this is a fast-changing sector that demands a smarter, more stable cold chain solution.

This is why we have launched DHL THERMONET – the new standard air freight product for the transportation of temperature-sensitive Life Sciences and Healthcare shipments

- Certified Life Sciences Stations, Specialists and Audited Handling Processes
- DHL THERMONET GDP Guidelines, Life Sciences specific Supplier Management Program and Central Certification and Audit Process
- Life Sciences designed IT platform, a fully integrated cold chain data source for all logistics events and temperature data
- SOP design and implementation with automated SOP change management and version control, including proactive contingency plan design
- Global proactive monitoring and intervention 24/7/365, visibility through up to 17 touch points and in-transit ambient temperature monitoring

# WHY YOU SHOULD CHOOSE DHL THERMONET



## YOUR LIFE SCIENCES & HEALTHCARE LOGISTICS PARTNER

Operating a single, robust platform across the network, customers can count on a highly professional, dedicated team diligently monitoring their shipment through every stage of its journey.



## GLOBAL SCALE, LOCAL PRESENCE

Global standards, delivering GDP compliant processes and an audited network.



## BEST IN CLASS TECHNOLOGY

Our DHL THERMONET IT system – LifeTrack – has been designed specifically for compliance to Life Sciences and Healthcare requirements, and provides an integrated data source for all temperature and logistics data.

- Over 2,000 employees focused on managing Life Sciences and Healthcare business
- Core operational coverage across all regions, through more than 60 major DHL GLOBAL FORWARDING locations by 2014, on 6 continents
- Our central monitoring team operating 24/7/365 for proactive monitoring and intervention
- Local Life Sciences and Healthcare experts to intervene if needed
- Life Sciences specific supplier management program
- GDP network of compliant facilities providing coverage to over 2,000 trade lane pairs
- Visibility through up to 17 touch points
- Global consistency through DHL THERMONET GDP Guidelines
- A single program for SOP design, implementation and automated document control
- Contingency planning option built into customer, product, and lane-specific SOPs
- SmartSensor RFID technology monitors shipment temperature along the transportation chain at designated check points
- In-transit ambient temperature monitoring
- Automated SOP change management and version control
- SOPs serve as the basis for shipment monitoring

# YOUR QUESTIONS ANSWERED

## **What's the advantage of DHL THERMONET over other cold-chain solutions?**

Some of the key advantages of DHL THERMONET include the GDP compliant network, market leading cold chain platform LifeTrack, proactive monitoring and intervention at up to 17 touch points, and integrated SOP management.

## **Do you cover all the locations I need to ship to?**

DHL THERMONET operates between 2,000 point pairs globally, so we're likely to be in your locality, but it's not just about scale. We are investing in creating 60 Certified Life Sciences Stations by the end of 2014, and will be investigating further locations in every region of the world, to route and monitor your shipments for ultimate reliability.

## **Do you use third Party Shippers?**

As with most global forwarders, we rely on 3rd party suppliers, who must meet our stringent Life Sciences supplier management requirements.

## **How can you ensure my shipments will be handled consistently in different countries?**

The key principle of DHL THERMONET is that it is based on one robust and audited operating process. It is managed by a network of skilled, centrally trained specialists working to a globally consistent standard and utilizing an exclusive IT platform. By minimizing local practices, DHL THERMONET can deliver an unprecedented level of synchronicity and security.

## **What happens if something goes wrong with the temperature of my shipment?**

The greatest strength of the DHL THERMONET service is in the highly trained proactive monitoring and intervention team that monitors your shipments around the world 24/7/365. At the first sign of any deviation from agreed parameters, the team will contact our nearest on-site cold-chain trained specialists to intervene and quickly resolve the issue. Additionally, this central team can intervene directly if necessary, to address non-compliance.

## **Is it expensive to use DHL THERMONET?**

DHL THERMONET is very cost competitive. Any additional cost of using DHL THERMONET can quickly be offset through the savings achieved.

# HOW DO I START USING DHL THERMONET?

## Existing Customers

- As we already hold most of your shipping information, existing DHL Global Forwarding customers can easily switch to DHL THERMONET.
- Simply contact your usual Sales Representative and ask about moving your current temperature controlled shipping to DHL THERMONET.

## New Customers

- Simply contact your usual Sales Representative and ask about moving your current temperature controlled shipping to DHL THERMONET.



You can find out more about DHL THERMONET online at [www.DHL.com/thermonet](http://www.DHL.com/thermonet) or by contacting your local DHL sales representative.

