

# Your Trusted Healthcare Supply Chain Partner Delivering Innovation and Sustainability



Delivering Growth – in Asia and Beyond.

# DKSH Healthcare at a Glance

DKSH Healthcare is a leading distributor and commercial outsourcing partner of choice for pharmaceutical, OTC, consumer health, and medical device companies. We provide access to multiple channels in 15 markets in Asia Pacific, including modern and traditional trade, drugstores, pharmacies, clinics, hospitals, and eCommerce platforms.

## We are currently present in:

### South East Asia

Indonesia, Malaysia, Philippines, Singapore, Thailand

### North Asia, Pacific

Australia, Hong Kong, Korea, Macau, New Zealand, Taiwan

### Indochina

Cambodia, Laos, Myanmar, Vietnam



## Our Service Offerings at DKSH Healthcare

DKSH is the one-stop-shop for healthcare companies looking to grow their business in Asia Pacific.

We provide both integrated solutions as well as specialized services, customized to what your business needs, so you can focus on your strengths and leave the rest to us.

- Distribution & Logistics
- Commercial Services
- Digital Analytics and Insights
- Patient Solution Program
- Regulatory Services
- Software integration
- Sustainable Supply Chains



## Digital Analytic Tools

By leveraging advanced technologies and innovative solutions, we have streamlined operations, enhanced efficiency, and deliver optimal outcomes. Through our suite of digital platforms and **real-time data analytics**, we provide clients and customers with unprecedented visibility into our supply chain, enabling proactive decision-making and efficient resource allocation.

Key digital tools include:

<b>DKSH Connect Client</b>	A self-service platform designed for our clients to do their day-to-day work with DKSH, including order release, return approvals, status tracking, and more.
<b>DKSH Connect Customer</b>	A B2B self-service platform for our customers to perform activities such as order, pay, return, track and more, across multiple devices.
<b>Sales &amp; Inventory Insights Dashboards</b>	Customized dashboards built on Microsoft Power BI to provide data analytics so that clients can make better, informed decisions.
<b>SAP S/4HANA &amp; IT integration</b>	Global enterprise resource planning software that enables large enterprises to connect seamlessly with each other.
<b>EchoPLUS Electronic Territory Management System (ETMS)</b>	A proprietary system for sales force effectiveness, customer relationship management, consignment inventory management, and merchandising management.







## Supply Chain Innovations

By integrating smart logistics systems and automated inventory management into our distribution centers, we have significantly reduced lead times, minimized errors, and enhanced overall productivity. Clients and customers can also better optimize stock levels, reduce wastage, and ensure a consistent supply of essential medical supplies thanks to automated hardware and software integration.

Here are key automation features in our distribution centers:

- RFID Tracking** | A RFID tool that allows real-time inventory tracking and asset movement visibility across the supply chain.
- Track & Trace** | A proprietary self-service platform that provides advanced details of the orders such as place of distribution, serial numbers, and even real-time temperature for cold chain deliveries.
- Case Planning Management System** | An automated planning and tracking system that allows visibility to different stakeholders across the supply chain, enabling a seamless, end-to-end process.
- Electronic Proof of Delivery** | A tool that supports real-time delivery with more advanced verification such as time stamps, geo-stamps, driver, and image attachments.
- D-Pack** | An innovative packing machine that optimizes packing and minimizes environmental impact.
- Automated Storage and Retrieval System (ASRS)** | An automated system that stores and retrieves items within a redefined space using machinery and data.



## Cold Chain Expertise

Our cold chain services and facilities are aligned with world-class security and safety practices standards, regularly audited, and certified by major pharmaceutical companies operating in the market.

We offer both freezer and cold room storage (-15 to 8 degree Celsius), redressing and loading bays in cold rooms, and standalone freezers for contingency storage.



### Brilliant Solution for Cold Chain Vaccine Distribution Needs During COVID-19 Pandemic in Thailand

As COVID-19 vaccines were underway to be distributed to the population in Thailand, DKSH's Brilliant Box (B-Box) cold chain packaging tool provided an important solution to keep the vaccines safe while maintaining their quality throughout the strictly regulated temperature control requirements.

## Sustainability in our Healthcare Supply Chain

Building a sustainable business and fulfilling our purpose of enriching people's lives are at the heart of what we do. Within the DKSH Healthcare supply chain, our dedicated experts continuously find and implement new initiatives in our value chains, following our overarching sustainability framework: to enable our people to flourish, to make our value chains more sustainable, to become climate-neutral by 2030, and to create a positive impact for our local communities.

### Here are recent key initiatives:

- Better insulation and less waste from our cold chain management with the Brilliant Box (B-Box) and ORCA Box
- DKSH awarded the EcoVadis Gold Rating
- DKSH Patient Solutions Program

Read more about our sustainability initiatives at [www.dksh.com/sustainability](http://www.dksh.com/sustainability)

