McKesson's
Delivery Visibility System

CASE STUDY

Working with

TRANSVOYANT

> "Our work to **bring greater visibility** to the pharmaceutical supply chain is needed now more than ever."
>
> — **Brian Casselman**
> *VP, Transportation, U.S. Pharmaceutical*

The final mile of delivery for supply chains is the most costly, complex and critical — as the experiences and expectations of individuals and key customer groups are felt most acutely during this stage. Adding to this complexity are the risks inherent with shipping disruptions, and the importance of maintaining the quality of products while in transit. Such parcels require 24/7 monitoring, ensuring they are on time and complete with proof of delivery, and with attention to cost avoidance.

Over the last year, the McKesson team has focused on a significant initiative to improve visibility into delivery times and delivery time metrics. Its new Delivery Visibility System (DVS) in conjunction with TransVoyant captures live, real-time data from couriers as they make deliveries.

By partnering with TransVoyant, McKesson was able to modernize distribution, transportation operations, and customer service — moving from latent reporting to instantaneous updates on daily routes and deliveries.

30,000
daily route stops

250,000+
daily totes

30+
couriers delivering to end customers

3,500+
daily routes

Challenges

Distribution of route information to courier network via EDI (expensive and high maintenance)

Limited tracking

Limited alert system for exceptions notification

Limited understanding of delivery performance

Limited confidence in delivery windows provided to customers

Solution

TransVoyant plays a critical role in digitally transforming McKesson's operations, acting as:

1. A virtual logistics control tower
2. Middleware for all data transmissions between couriers and McKesson

Capabilities Enabled

Track & Trace Transparency

- System of record from transportation order creation to delivery
- Live delivery status and precise times of arrival (PTA)
- Performance vs. plan analysis (route patterns, deliveries, logistics service providers, compliance, etc.)

Logistics Service Provider Performance Scorecard

- Supports a future Pay-for-Performance model
- Identifies low performers and pinpoints opportunities to improve their metrics
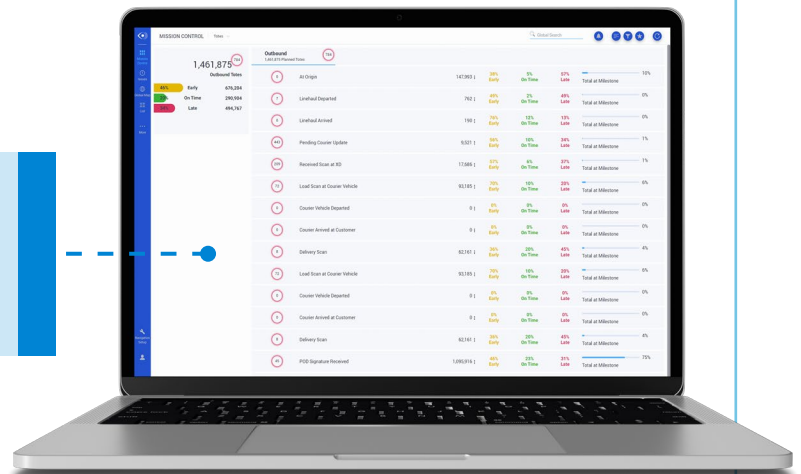
Sales & Service Support

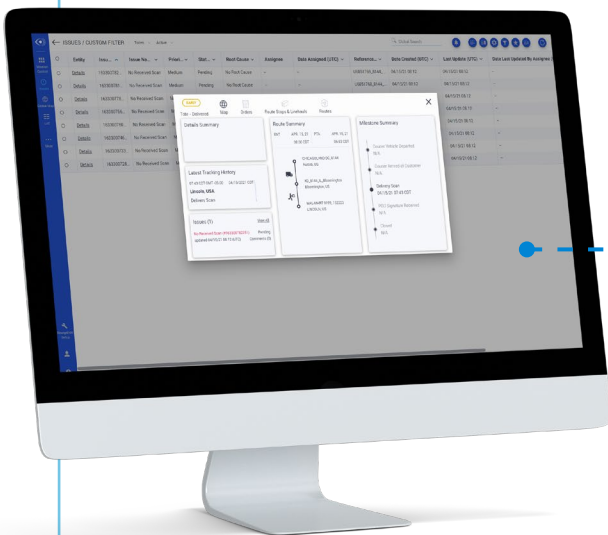- Provides insight and live status to sales and customer service teams
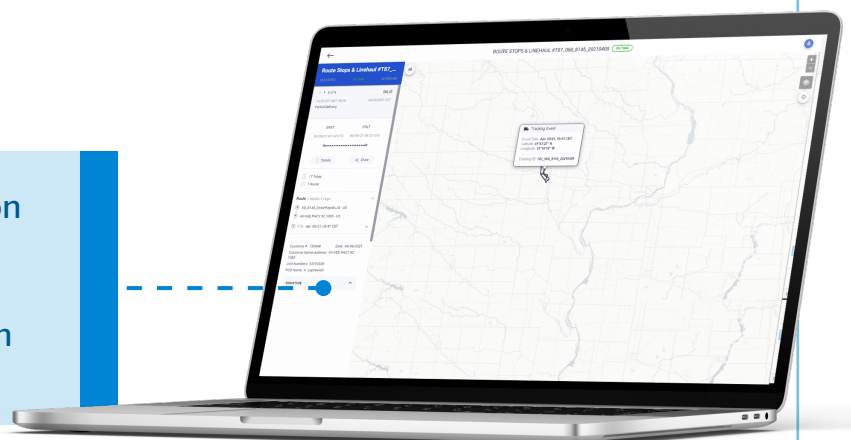
Support for Daily Operations

See a live view of all in-transit deliveries tailored to how McKesson runs its business

Drill into details on specific deliveries triggered by an exception/notification based on its parameters (i.e., business rules, conditions, etc.)

Get live status information viewable down to the actual location and progress of the courier on any given delivery route
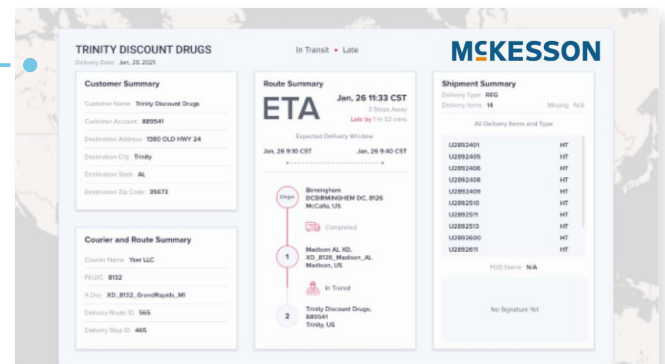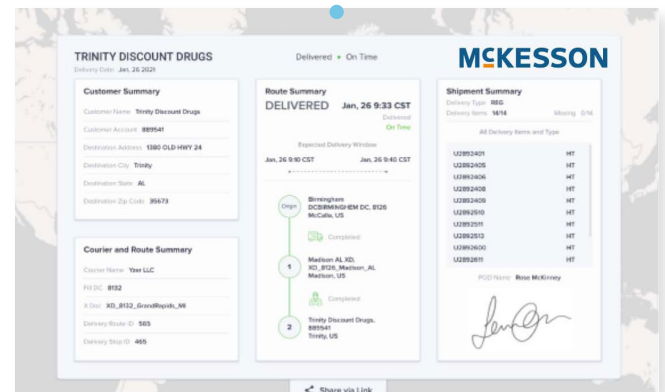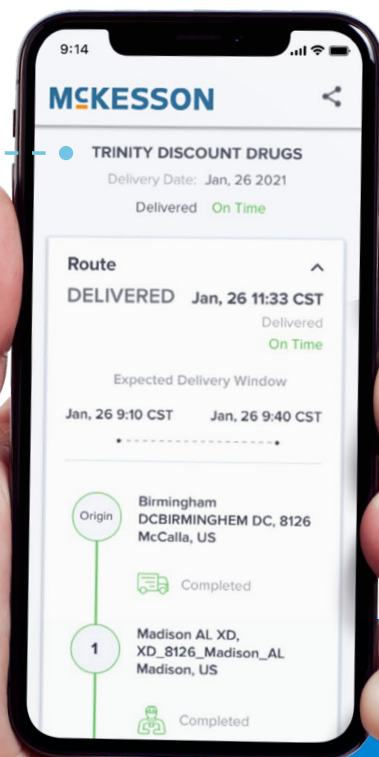
Support for Sales & Customer Service Teams

By providing a modern user experience customers have come to expect for its final mile deliveries, McKesson has digitally transformed its Delivery Visibility System for more than 25,000 customers.

- Proof of delivery
- Live status and PTA
- User-friendly mobile access

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About TransVoyant

The Leader in Live Supply Chain Transparency and Situational Awareness

From sensors, satellites, radar, video cameras, smartphones, machines, control systems and other IoT devices, TransVoyant collects over one trillion events each day. TransVoyant has been curating, analyzing and deriving this global data since 2012, giving it the largest repository of historical and real-time supply chain and risk behavior data in the world.

Its API-based data fusion and proprietary machine learning algorithms enable TransVoyant to analyze these massive big data streams to provide transparency, live situational awareness, and actionable intelligence to proactively resist and recover from supply chain delays and disruptions.

TransVoyant is purpose-built to transform complex global supply chains into a competitive advantage. Its forward-leaning customers are embracing the rapidly changing digital world to improve customer service, reduce and avoid cost and look for opportunities to continuously improve.

About McKesson

McKesson Corporation is a global leader in healthcare supply chain management solutions, retail pharmacy, community oncology and specialty care, and healthcare information solutions. McKesson partners with pharmaceutical manufacturers, providers, pharmacies, governments and other organizations in healthcare to help provide the right medicines, medical products and healthcare services to the right patients at the right time, safely and cost-effectively. United by our ICARE shared principles, our employees work every day to innovate and deliver opportunities that make our customers and partners more successful - all for the better health of patients. McKesson has been named a "Most Admired Company" in the healthcare wholesaler category by FORTUNE, a "Best Place to Work" by the Human Rights Campaign Foundation, and a top military-friendly company by Military Friendly.

MCKESSON