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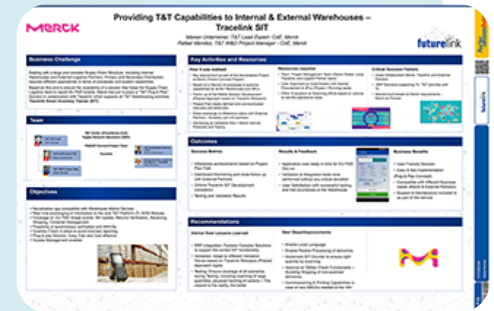
Case Study: Merck | Integrating Warehouses & 3PLs at the Edge

Merck's large and complex supply chain structure requires a reliable and flexible solution to integrate internal and external partners. Learn how Merck implemented TraceLink's Smart Inventory Tracker to ensure easy and fast verification at the edge. Merck's poster, "Providing Track & Trace Capabilities to Internal & External Warehouses - TraceLink SIT," was one of 11 featured during FutureLink Barcelona's interactive Poster Sessions.

Case Study: Merck

Providing Track & Trace Capabilities to Internal & External Warehouses - TraceLink SIT

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Providing T&T Capabilities to Internal & External Warehouses – Tracelink SIT

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Business Challenge

Dealing with a large and complex Supply Chain Structure, including internal Warehouses and External Logistics Partners, Primary and Secondary Distribution, requires different approaches in terms of processes and system capabilities.

Based on this and to ensure the availability of a solution that helps the Supply Chain Logistics team to report EU FMD events, Merck has put in place a "T&T Plug & Play" Solution in collaboration with Tracelink which supports all T&T Warehousing activities: **Tracelink Smart Inventory Tracker (SIT)**

Team

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Objectives

✓ Serialization app compatible with Warehouse Mobile Devices
✓ Real time exchanging of information to the core T&T Platform (TL SOM Module)
✓ Coverage of EU FMD Scope events: SN Update, Returns Verification, Receiving, Shipping, Container Management
✓ Possibility of synchronous verification with NMVSs
✓ Quantity Check in place to avoid incorrect reporting
✓ Plug & play Solution: Easy, Fast and Cost effective
✓ Access Management enabled

Key Activities and Resources

How it was realized

- Key requirement as part of the Serialization Project at Merck (Trackit Connect Project)
- Based on a Review of processes & systems capabilities for all EU Warehouses and 3PLs
- Follow up of the Mobile Solution Development (Phased Approach based on Tracelink Releases)
- Project Plan clearly defined and communicated internally and externally
- Close exchange on Milestone status with External Partners - Biweekly call with partners
- Monitoring on Validation Kits + Merck internal Protocols and Testing

Resources required

- Team: Project Management Team (Merck Global, Local, Tracelink, and Logistic Partner team)
- Cost: Alignment on Cost Models with Internal Procurement & 3PLs (Project + Running costs)
- Effort: Evaluation on Scanning efforts based on volume to identify operational costs.

Critical Success Factors

- Close Collaboration Merck, Tracelink and External Partners
- ERP Solutions supporting TL/ T&T activities with TL.
- Solution built based on Merck requirements – Merck as Pioneer.

Outcomes

Success Metrics

- Milestones achievements based on Project Plan Path
- Dashboard Monitoring and close follow up with External Partners
- Ontime Tracelink SIT Development completion
- Testing and Validation Results

Results & Feedback

- Application was ready in time for EU FMD GoLive
- Validation & Integration tests were performed without any critical deviation
- User Satisfaction with successfull testing and first ocurrences at the Warehouse.

Business Benefits

- User Friendly Solution
- Easy & fast implementation (Plug & Play Concept)
- Compatible with different Business needs (Merck & External Partners)
- Support & Maintenance included in as part of the service

Recommendations

Advice from Lessons Learned

- ERP Integration: Foresee Complex Solutions to support the correct SIT functionality
- Validation: Adapt to different Validation Waves based on Tracelink Releases (Phased Approach/ Agile)
- Testing: Ensure coverage of all scenarios during Testing, including scanning of large quantities, physical handing of cartons – The closest to the reality, the better

Next Steps/Improvements

- Enable Local Language
- Enable Parallel Processing of deliveries
- Implement SIT Counter to ensure right quantity by scanning
- Improve on Safety Check Functionality – Avoiding Shipping of non-scanned deliveries
- Commissioning & Printing Capabilities in case of new SSCCs needed at the WH

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Case Study   Serial Number Manager   Logistics/Distribution

European Union

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