

A background image showing several blue and white capsules scattered on a dark surface. The capsules are in various orientations, some standing upright and others lying down. The lighting creates soft shadows and highlights the smooth texture of the capsules.

Cloud labeling platform onboards within weeks for clinical trial supplies with Software Prisym 360



The Client

Under pressure to deliver services at unprecedented speed during the pandemic, Global Clinical Trial Supplies Specialist RxSource needed to bring its labeling services in-house in order to streamline the supply chain.

With tight turnaround times, RxSource cannot have any disruptions in business activities, including downtime for installation of a labeling system.

"The Software Prisym 360 cloud-based solution was set up in the Cloud in mid-October last year and just five weeks later, we had printed our first 1,000 labels ready for packaging."

*Rhys Evans, Senior Director
CTS & Global Supply,*

RxSource

The Challenge

RxSource required an automated, pre-validated clinical labeling system to support its increasingly demand-led customer service model and direct-to-patient services. Their requirements were that it needed to be installed seamlessly and team members trained within weeks. This is where they turned to Lofware for help.

Key Objectives

The pandemic put intense pressure on the clinical trials supply chain as patient recruitment became harder than ever and studies needed to be set up and rolled out at incredible speed. For RxSource, this has meant being ready to receipt, package, label and distribute clinical trial material within a week.

To help facilitate on-demand and direct-to-patient services in as little as 48 hours, RxSource needed to make a seamless transition to an in-house system. Lofware's key objective, therefore, was to ensure a swift product installation with minimal disruption to the client.

To achieve this, Lofware worked closely with RxSource to mitigate any potential problems or delays in advance and look at ways of streamlining the onboarding process. It was also important to get RxSource staff up-to-speed quickly with an effective training program.

Ensuring regulatory compliance is, of course, critical for any clinical labeling platform and it can be a significant risk when setting up a new system, so Lofware needed to provide assurance on this front. It was also tasked with helping the RxSource to save time and money on repeat translations and stay ahead of the game by being able to predefine regulatory rules – from the use of a EudraCT number to the minimum font size to assure compliance.



The Solution

The Prisym 360 cloud-based clinical trials labeling platform - which has a pre-built software environment, pre-validated industry standard print processes, rapid deployment, GxP validation pack, online training for employees, label printers and all associated consumables – offered the ideal solution.

From the moment of setting up the production Cloud environment to printing the first clinical labels, Loftware rose to the challenge of onboarding RxSource in just five weeks by implementing a carefully planned program that made considerable time savings in the following ways: Firstly, the system was personalized before being handed over, which meant that it could be fine-tuned to meet the client's specific requirements both in advance and in parallel with training. This gave the project a head-start, ahead of client-side set up.

Within the space of two weeks, the client had access to the system with training and personalization fully complete. This was then followed by a 20-day period in which the client was able to update its data, design labels and get ready for first production prints, leading up to its first output just five weeks after product handover.

This slick onboarding process was enabled by the fact that the platform is hosted in the Cloud and both the software, and the environment was pre-validated. The off-the-shelf printing processes were quickly configured and personalized in a matter of days; while the product's clear, intuitive interface made it easy for the client to hit the ground running.

Loftware worked in partnership with RxSource to ensure the smooth flow of the project and provide both consultancy services and technical expertise.

"This was an incredibly fast turnaround for what could easily have been a long and arduous onboarding process. It has enabled us to hit the ground running at a critical time for our business and given us a real competitive advantage as we adapt our business model to meet the changing needs of the global clinical trials supply chain."

**Rhys Evans, Senior Director
CTS & Global Supply, RxSource**

The Benefits

- The rapid onboarding process took just five weeks to complete, compared to the several months' timeline that might often be expected, even for a standard turn-key installation.
- The partnership approach enabled Loftware and RxSource to work together to mitigate potential delays and ensure there were no glitches.
- Since the Prisym 360 Cloud solution is easy to use and enables extensive automation, this further simplified the onboarding process making it easier for staff to get to grips with it.
- The automated, pre-validated, Cloud system ensures regulatory compliance; enables regulatory rules to be predefined and saves time and money on repeat language translations.
- As a result of all the above advantages, RxSource was able to hit the ground running with its new in-house clinical labeling platform at a business-critical time.
- RxSource now has full control of its clinical labeling in-house and can get its labels designed and printed within 48 hours. This agility and flexibility is a critical business advantage in providing on demand and direct-to-patient services.

Future Developments

Since setting up Prisym 360, RxSource has been able to use the cloud solution for multiple purposes and not just their usual business activities.

Since installing Prisym 360, RxSource has been able to develop a new business project to help label vendors print labels for the front covers which are then passed onto clients for packaging.

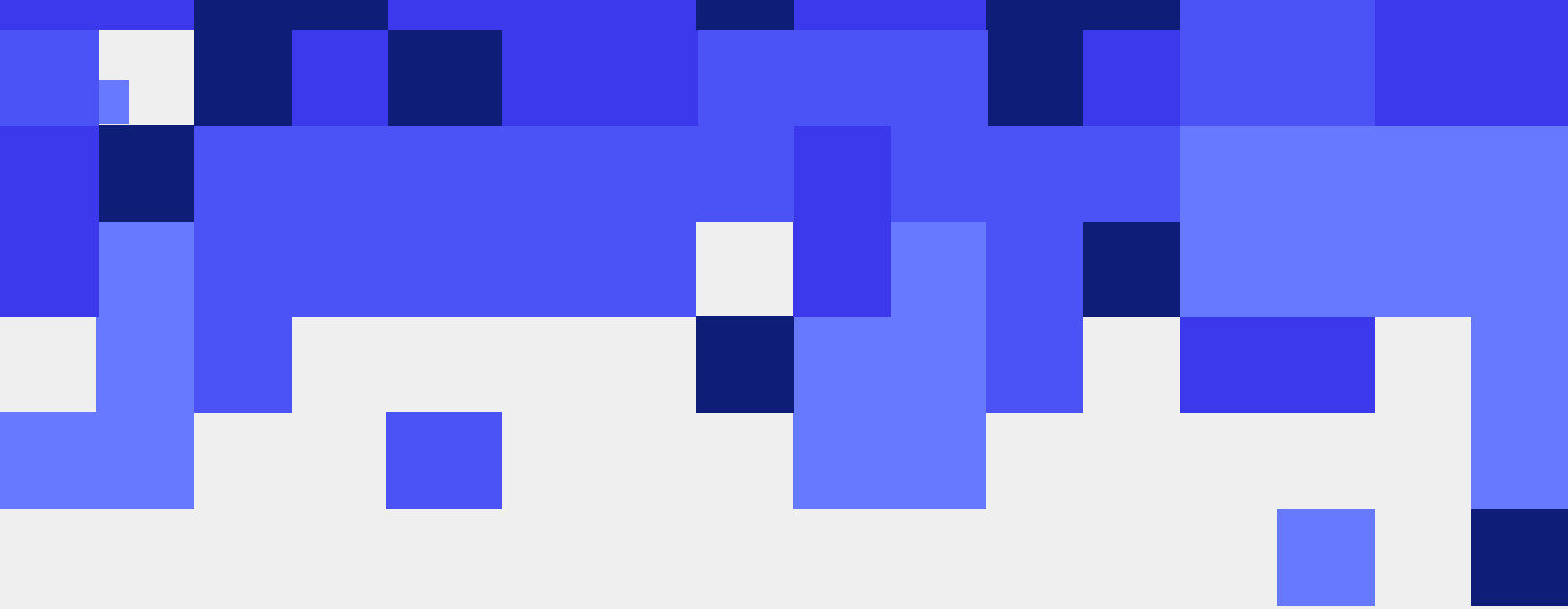
RxSource is now utilizing Prisym 360 with a new ERP (Enterprise Resource Planning). As part of this, there will be a warehouse management system which will make use of barcodes on labels. This will improve the ability to pick products by using a barcode to scan rather than rely on manual processes and reduce the chance of human error.

Additionally, RxSource is also implementing Prisym 360 to run a few patient retention studies to improve patient experience in clinical trials. This is still in the initial stages of development.

Software Technology & Services

- Prisym 360 Cloud clinical trials labeling system
- Pre-built software environment
- Pre-validated packs with industry standard print processes
- Label printers and all associated consumables
- Customer training program





About RxSource

Founded in 2005, RxSource support the ethical procurement and delivery of medicines globally, focusing in Clinical Trials, Research & Development and Expanded Access Programs. www.rxsource.com

About Loftware

Loftware (who acquired Prisym ID) is the world's largest cloud-based Enterprise Labeling and Artwork Management provider, offering an end-to-end labeling solution platform for companies of all sizes.

Maintaining a global presence with offices in the US, UK, Germany, Slovenia, China, and Singapore, Loftware boasts over 35 years of expertise in solving labeling challenges. We help companies improve accuracy, traceability and compliance while improving the quality, speed, and efficiency of their labeling.

As the leading global provider of Enterprise Labeling and Artwork Management, along with Clinical Trials Labeling and Regulated Content Management, Loftware enables supply chain agility, supports evolving regulations, and optimizes business operations for a wide range of industries. These include automotive, chemicals, consumer products, electronics, food & beverage, manufacturing, medical device, pharmaceuticals, retail and apparel.

For more information on Loftware's clinical trial offerings, please go to www.loftware.com

