

Flexible solutions to satisfy present and future customer needs

CASE STUDY



CUSTOMER PROFILE

Phillips-Medisize is a global company whose mission is to create innovative medical device solutions that improve people's lives. Phillips-Medisize is one of the leading global players in the drug delivery device and connected health space for innovation, development and manufacturing services and solutions. It employs approximately 5,500 people and has 24 production locations around the world.

CONTEXT

Initially, one of the company's customers requested OPTEL's serialization solutions to be integrated into a cartoner. The company wanted a partner that could deliver flexible base solutions for many different applications so that it could offer serialization to future customers as well.

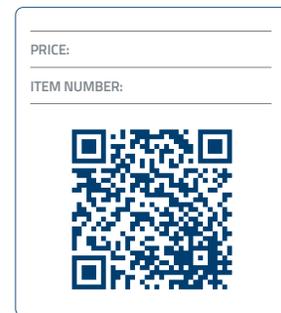
SOLUTIONS

Phillips-Medisize purchased OPTEL's solutions for its facilities in Eau Claire, Wisconsin; and Little Rock, Arkansas. For serialization, the company opted for OPTEL's Verify Platform, a full-stack solution that can serialize and digitally authenticate physical components, products, warranties and marketing elements. OPTEL's Verify Platform technology is built on global standards so that information can be shared universally. It can generate unique identifiers—alphanumeric serial numbers, barcodes, RFIDs or other standard forms—that can be applied to virtually any item, making it a flexible option. Verify Platform can also connect partners and all the players in the supply chain. This is an important step in the traceability process that provides information on the product flow, from production and distribution all the way to the end user.

In addition to the serialization software, the company purchased Open SiteMaster™ (OSM) 2.0, OPTEL's traceability software solution for the medical device industry. Located at the plant level, OSM acts as a hub, coordinating actions for the plant, gathering data from the packaging lines, communicating information and work orders up to the corporate level, getting serial numbers and sending back reports.

CHALLENGES

As in all serialization projects, delivery timelines can be difficult to forecast and control. Diligence would be required to minimize impact on production.



The OSM is designed to handle the following roles through its core features:

- Primary and/or intermediate serial number (SN) management
- Primary and/or intermediate EPC repository
- Material master/Master data repository
- Lot/Batch management

On the product floor, Phillips-Medisize chose our CartonTracker™ integration software, which uses vision system technology and algorithms to inspect the quality of what is printed on the cartons, and to store every printed serial number on a database to ensure no serial number is repeated within the same lot. The customer required the system to be able to handle scenarios that both required and did not require serialization. In addition, our line solution provided:

- QA sampling
- Label sampling
- Manual carton and pallet commissioning and decommissioning
- Production reports at batch end
- LDAP connection and user management
- Connection to third-party systems (ERP)

RESULTS

OPTEL's solutions simplified the company's serialization efforts. Because the solutions were integrated primarily into new processes, impact on day-to-day operations was kept to a minimum. In the case of one existing line that was upgraded, the integration went smoothly because of the staff training purchased by the customer and provided by OPTEL.

Furthermore, Phillips-Medisize is now able to control product distribution from end to end, an important feature in the event of a recall. Not only did this solution make it possible to know exactly where products are, but it also provided KPIs, which offer more control, for example:

- Product dwell management
- Lot quality
- Line efficiency
- Regulatory reports

CONTACT US

To learn more about OPTEL's traceability solutions, contact us at optelgroup.com/medical-devices/.

“OPTEL's solutions simplified our serialization efforts compared to a previous attempt with a competitor.”

- Phillips-Medisize representative



NORTH AMERICA

OPTEL Canada — HEADQUARTERS
+1 418 688 0334

EUROPE

OPTEL Ireland
+353 61480965

ASIA

OPTEL India
+91 832 669 9600

SOUTH AMERICA

OPTEL Brazil
+55 19 3113 2570



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