

## LF&E uses Paragon to meet the transport demands of heavily-regulated pharmaceutical and healthcare sectors



### At a glance

**SECTOR:** Pharmaceutical

**COUNTRY:** UK

**PARAGON PRODUCTS:**

- Multi Depot Routing and Scheduling
- Street Level Mapping

### Benefits

- Maximised fleet and driver usage while meeting customer service levels
- Improved customer communications
- Business modelling based on real transport data
- Achieved first-time delivery success rate of 98.9%
- Identified 800-mile a day route saving

*"We operate in highly-regulated sectors with strict logistics requirements, so it is essential we are using advanced technology to meet industry standards while delivering the highest levels of service."*  
Jason Buckley, Managing Director

### About LF&E

LF&E Refrigerated Transport is a temperature-controlled logistics specialist delivering 1000s of different products for some of the largest organisations in the pharmaceutical, medical, healthcare and clinical trial sectors. Taking a flexible approach, the company can handle refrigerated loads of all sizes with market-leading service level agreements for guaranteed same-and next-day delivery.

The company is committed to using advanced technology to meet GDP standards (Goods Distribution Practice), GCP standards (Good Clinical Practice) and other recognised industry standards to maintain competitive differentiation in this niche market.

### Business critical deliveries

LF&E provides guaranteed and timed deliveries – typically Monday to Friday and in two-hour windows – with text notifications the day before. As many orders involve time-sensitive and costly consignments, it is essential that the company achieves a high level of delivery success and can provide evidence that the targets have been met.

The company selected Paragon's routing and scheduling software to streamline the process of creating accurate daily transport plans, improve customer service and maximise utilisation of its fleet of refrigerated vans and highly-trained team of full-time drivers.

Using Paragon's Single Depot software has helped LF&E achieve a first-time delivery rate of 98.9% for around 1500 consignments every week, as well as improving customer communications and fleet utilisation.

## Flexible planning

In any given day, drivers can be delivering pharmaceutical products Direct to the Patient (DtP) for clinical trials, either to hospitals, clinics or patients' homes.

Deliveries vary with some products requiring strict adherence to planned transport times, while other jobs are regular, scheduled deliveries to homes, hospitals or healthcare trusts. In addition, because the company is regularly delivering to the elderly or vulnerable customers, drivers are often tasked with taking time to stop and talk to patients, extending the required delivery window at some locations.

To ensure that plans remain accurate and all scheduled deliveries are completed each day, LF&E needed flexible planning software that could factor added time for patient communications, product checks and stock rotation on site.

According to Jason Buckley, Managing Director of Refrigerated Transport: "Maximising our vehicles and drivers is critical to the efficiency of our operation, but the nature of the work means it is also important to factor in delivery requirements by product type and/or patient where relevant. The flexibility of Paragon's software allows us to achieve this essential balance between operational excellence and duty of care."

## Business modelling tool

With growth in the number of pharmaceutical and healthcare products delivered to the home, LF&E has experienced an increasing demand for its services nationwide.

Using the business modelling capability of Paragon's standard routing and scheduling software, LF&E has been able to confidently demonstrate the service levels it can provide to prospective customers, as well as creating competitive costings based on achievable transport plans.

To address the demand for nationwide coverage, LF&E is also using Paragon's routing and scheduling software as a strategic modelling tool to make informed decisions about the location of new sites.

The company had already identified a number of potential sites for a new depot and was then able to use the software to analyse the impact of each on the transport operation and finally make an informed decision about the best location for its new MHRA approved depot in Northampton. In particular, LF&E was able to identify a potential 800-mile a day route saving for the Northampton site, which when fully operational will reduce cost per delivery and enable the fleet to handle more consignments.

## Supporting growth

Following strong demand for specialist temperature-controlled logistics services in the heavily-regulated pharmaceutical and healthcare sectors, LF&E upgraded its Paragon routing and scheduling software. The company has now adopted Paragon Multi Depot to support the planned opening of the MHRA-approved warehouse facility in Northampton, enhancing its ability to provide nationwide deliveries of high-value and sensitive products.

*"Service excellence is vitally important to our reputation and the growth of our business. Paragon's routing and scheduling software ensures we provide our customers with on-time deliveries and effective communications, while controlling costs. We also benefit from the expertise of the Paragon team who work closely with us to ensure we can continue to develop the specialist services we offer."*  
Jason Buckley, Managing Director

## About Paragon

Paragon Software Systems is dedicated to the continued development, implementation and support of routing and scheduling solutions that help businesses to cut transport costs, improve productivity, reduce carbon emissions and raise customer service levels. The Paragon support consultants have implemented more than 3,400 systems at over 1,100 client sites in 61 countries. Headquartered in Dorking, UK and with offices in Dallas, TX and Manchester, NH, Paragon is a respected pioneer in routing and scheduling with over 30 years of know-how.

# Paragon



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