

PDMA Audit and Inventory Management Services



A pharmaceutical company partners with Knipper to reduce their costs with a Paperless Inventory and Inspection process.

BACKGROUND

Client was receiving a high volume of complaint calls from the Field Sales Representatives (FSR) regarding the inefficiencies with PDMA Inventories and Storage Inspections. In addition, there were pressures to reduce the overall cost of the PDMA required Inventories.

CHALLENGE

FSRs were experiencing challenges with the paper inventory process. The process requires Inventory Specialists to hand-write inventory information on a worksheet, transfer information to a Sample Transaction Form, before keying inventory in the FSRs SFA system.

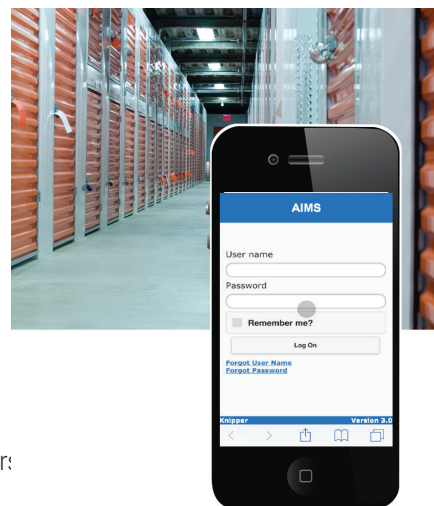
Client needed to quickly respond to the large amount of FSRs calling the home office or manager with concerns around the Annual Inventories. Top concerns included:

- Process takes too long to complete
- Inefficiencies
- Concern over quality of manual process

In addition, the hard copy paperwork is being mailed/shipped, adding unnecessary costs.

SOLUTION

The field inventory and audit experts introduced the MyAIMS Mobile PAPERLESS Inventory and Inspection process. A paperless process is the key to creating an efficient inventory process, while keeping the FSR's in the field longer and reducing cost. To create efficiencies, Knipper no longer requires the need for hand-written documents. Now, the process is streamlined with a drop down selection process and mobile CFR Part 11 compliant electronic signature. The data is then interfaced directly to the Sample Accountability system seamlessly, reducing inaccurate transfer of counts from paper to an electronic SFA system. To reduce cost, Knipper eliminated shipping costs for outbound and inbound hard copy paperwork. All instructions and product information to AIMS (Audit Inventory Management System), as well as uploading is also available. PDF images of all documentation for downloading and printing. The paperless inventory and signatures are transmitted back to Knipper's AIMS and processed accordingly.



RESULTS

Client has a purely paperless process utilizing state-of-the-art mobile technology, developed to provide a better overall Inventory experience. Since the launch of the paperless Inventory and Inspection process:

- FSR Overall Satisfaction rating increased from 96% to 98%
- Shipping costs were reduced by 95%
- Annual Inventory appointments are taking less time, some as short as 15 minutes when previously taking up to 2 hours or more, resulting in FSR less calls to the home and potentially more time in the field.





Contact Center & Direct Marketing

Experienced, integrated, healthcare focused solutions to engage physicians, pharmacists and patients and to increase market share through education, awareness and world class customer service.

- Understanding how best to reach your audience (when, where, and how) and **get them engaged**.
- Ensuring engagement is in lock-step with all of your sales and marketing initiatives both **personal and non-personal**.
- **Eliminating gaps** in communications which result in fewer scripts, pharmacy switching, and reduced market share.
- **Unparalleled experience** providing all of these essential and highly dependent services under one roof.



Sample Fulfillment & Distribution

State of the art FDA and DEA licensed distribution centers with rigorous security protocols, impeccable regulatory records, and a "Quality First" philosophy driving excellence throughout every phase of operations.

- A **highly controlled environment** providing full audit capability from dock to stock through packaging and delivery.
- Fast, efficient, provider with the maturity and technology to **meet customer's most challenging SLAs**.
- **Unparalleled reliability** with federal, state, and local regulatory requirements.
- All activities executed with the highest degree of quality for the end-user, **quality is paramount**.



Sample Management Services

Highly experienced integrated service partner providing a single source for comprehensive data management, sample reconciliation, field inventory, and reporting services.

- A **proactive** team of **experienced SA experts** dedicated to increasing efficiency and eliminating reportable incidents.
- **Integrated HCP Validation**, SDF Management, HCP Signature Audits as well as Random and For-Cause Audits.
- Nationwide Field Audit and Inventory Services that are **prompt, reliable, accurate**, and fully integrated.
- Comprehensive **online access** to all of your PDMA compliance data as well as state and federal reports.



Healthcare Provider Data Services

Accurate and complete healthcare provider data that decreases compliance risk and supports marketing and sampling proficiencies.

- Online access and inline integration to **over 13 million U.S. healthcare provider records**.
- Attributes including specialty, state license & DEA status, and **state & federal sanctions**.
- Seamless integration with CRM, MDM, and EMS solutions.
- Advanced notice of critical factors which help to mitigate issues **before they become a problem**.



Patient Services

Knipper's Patient Services help companies and their brands cultivate and nurture patient relationships and increase brand loyalty through innovative programs and leading technologies.

- Providing product and disease state education as well as lifestyle information from **a true patient perspective**.
- Highly efficient Patient Assistance Programs with **white-glove** qualification and approval processes.
- Integrating communications with existing HCP and Pharmacy based programs to provide **superior value**.
- Helping to identify each patient's unique barriers to adherence and recognize **how those challenges evolve**.

Knipper has multiple facilities totaling over 800,000 square feet, with 20,000 of that refrigerated and 12,500 for controlled substances.



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