



Photo: Envirotainer©

**FACTS**

**Customer:** Envirotainer is the world-leader in secure cold chain logistics solutions, primarily within the healthcare and biotech industries.

**Challenge:** To manage the availability and reliability of a fleet of over 4000 containers distributed across the world.

**Solution:** Digital pen system from destiny® based on Anoto technology.

**Benefits:**

- Real-time access to information and improved data accuracy.
- Faster turnaround time of containers.
- Increased rental volumes by 20% in one year.
- Projected savings of 910,000 euros over three years.

# Digital pen solution helps keep medical supplies moving

*“Everyone in logistics should consider using digital pens. They make things so simple. Everyone can write, and there’s no need to be an IT expert.”*

**Thomas Westerholm, Quality Assurance Engineer, Envirotainer**

*Real time information dramatically improves turnaround time.*

**Background**

Transporting medical supplies by air around the world in safe and temperature-controlled conditions is a life-critical business. Maintaining the integrity and quality of these supplies is vital for the pharmaceutical companies who supply them and the patients who depend on them.

With rising customer demand for Envirotainer’s over 4,000 containers spread across 45 stations, and servicing over 200 airports in more than 100 countries, the company needs to make the best possible use of its fleet in order to provide the highest possible levels of reliability and availability. With hundreds of movements every day, the picture is constantly changing as containers provided

on a short term lease often are returned and checked in by service providers at a different location from where they were issued. Any damage needs to be quickly identified and rectified. Fast turnaround is essential, as is real time visibility of container location and condition.

**Inefficient process for data capture**

Previously, the service providers contracted to Envirotainer through a global network of logistics partners were using regular pen and paper to record the arrival of the container, report its condition and advice on any repairs needed. The information from these paper reports was then manually transferred to a spreadsheet to be either faxed or scanned and emailed to one of Envirotainer’s three logistics offices in Sydney, Frankfurt or Dallas, which meant risk of human

errors in the reporting. Administrators in these locations would then face more time-consuming work to interpret the data. Photographs of damaged containers would be taken by a normal camera and sent separately. The net effect of this long-winded process was a time delay of up to three days between the return of a container, even in perfect condition, and a system confirmation that it was available again for rental. This meant that a container could be moved around unnecessarily even though one of the right container types was already in the right place. Even worse, critical deadlines could be missed. Envirotainer decided that it would have to find a much more efficient way to run its operations and opted for a digital pen solution from destiny® based on Anoto technology.

### Digital pen system replaces long-winded process

With the new digital pen system, daily operations are running much smoother. Now, as each container is returned, service providers use digital pen and paper to book it in, record its unique ID number and complete the appropriate inspection report after checking for any damage. Date, time and location are automatically captured. Then, simply by ticking a box on the digital form, the pen strokes that have been automatically recorded by a tiny camera next to the tip of the pen are instantly transmitted via Bluetooth to the service provider's mobile phone. A further check is made on the screen to validate the container ID before the data is transmitted as a pdf conversion of the original handwritten form and an xml data file. These are sent electronically via M Solutions who manage and support mission critical IT systems for Envirotainer to be integrated into Envirotainer's back end system.

Although the great majority of containers are returned in fully serviceable and reusable condition, digital inspection forms are used to record the degree of any damage. Photographs can also be taken by mobile phone and sent as an attachment to the data so that administrators can assess the damage and initiate action as necessary.

### Faster turnaround and increased rental volumes

As well as making things easy, the digital pen solution has contributed to a dramatic improvement in Envirotainer's business. With no significant increase in the container fleet, the company has optimised yield to the extent that it has grown rental volumes by 20% in a year's time. This is largely due to much faster turnaround, typically 48 hours per container, without precious time being lost while paperwork is processed. The flow of information from the sending of an inspection report to the main system logging the status of the relevant container now takes minutes, rather than the previous time expenditure of up to three days.

Other critical management information, such as damage trends by location, is also much more visible. The accuracy of this data has increased as well, since the risk of human error is now much lower and the

rate reduced to less than 1%. There are serious cost benefits too, with a projected saving of 910,000 euros over three years from the combined implementation of destiny® technology with M Solutions container barcode scanning system.

"Everyone in logistics should consider using digital pens," said Thomas Westerholm, Quality Assurance Engineer, Envirotainer. "They make things so simple. Everyone can write, and there's no need to be an IT expert. In addition, we get really good support from the destiny® team in any answering questions right away – they have shown tremendous availability to us as and when we need it."

The digital pen system has been rolled out on a global scale to Envirotainer's operations in all major airports around the world. One hundred pens are now in use in twenty five countries across Asia, Australia, Europe and the US.

### Customer Profile

*Envirotainer is the world-leader in secure cold chain logistics solutions, primarily within the healthcare and biotech industries. The company manufactures and leases active temperature-controlled container solutions for air transportation, including validation, support, and service.*

*For more than 10 years, the company has enabled reliable air transportation of sensitive and perishable products, through an open, global network of airline companies and logistic partners.*

*Envirotainer has representation in more than 20 countries around the world and is headquartered in Kista outside of Stockholm, Sweden.*

[www.envirotainer.com](http://www.envirotainer.com)

### Partner Profile

*destiny® is the registered trademark for Destiny Wireless Ltd, a world leader in the business market for the delivery of mobile data capture solutions. destiny® is a subsidiary of Anoto AB and a global Platinum Partner.*

*destiny® enables organisations with mobile workforces to get fast returns from high technology at low cost, with little or no training or change to working practices and upfront capital. The destiny® digital pen is based on Anoto Digital Pen and Paper technology and replaces paperwork delays and expensive journeys back to the office with an easy-to-use and energy efficient way of collecting accurate, reliable data from the field and transmitting it back to base in seconds.*

*destiny® services include digital pens; digitised forms, mobile devices and webbased tools for the efficient collection and management of data from the field, effective job push and allocation, resource management, intelligent scheduling and asset tracking.*

*For more information please visit [www.destinywireless.com](http://www.destinywireless.com)*