

How Quidel Ortho automated the majority of its transport management with MyTower TMS

OPERATIONS

Quidel Ortho has offices in more than 40 countries and employs 4,500 people worldwide.

MYTOWER SOLUTIONS

MyTower TMS, My Tower's complete TMS solution, has been set up to manage all packages to be shipped from the warehouse.



CHALLENGES

Especially in the medical sector, transport is an ongoing issue. For Quidel Ortho, specializing in in vitro tests, this issue is accompanied by an organizational change after its takeover. To cope with this upheaval in internal processes, the international company relied on the MyTower TMS and its support.

SOLUTIONS

MyTower TMS now makes it possible to manage 150,000 annual shipments, including 130,000 in full automatic mode, with very little human intervention.

MyTower brought in a dedicated integration team to provide the necessary advice and support, both at the technical level and in the appropriation of the tool by employees.

RESULTS

MyTower was able to build real proximity with Quidel Ortho through an understanding of its business DNA, coupled with solid functional expertise to meet its specific needs. The satisfaction of this customer then led to the extension of the contract.

“MyTower has really allowed us to be more efficient and more focused on our structure, more focused on the needs of our customers. I would definitely recommend MyTower for their perspective on managing multimodal, from LTL (Less than Truckload) to truckload, as well as their ability to integrate with key components.”

Supply Chain Director

Quidel Ortho and MyTower

Quidel Ortho is a global in vitro diagnostics (IVD) company based in New Jersey, USA.

Founded in the late 1930s as a division of Johnson & Johnson, it was acquired in 2022 by Quidel Corporation.

Quidel Ortho offers a full line of in vitro diagnostic products, including blood tests for infectious diseases, heart disease and cancer.

The company focuses on developing innovative products to improve healthcare and quality of life for patients around the world. It works closely with laboratories, hospitals, clinics and other healthcare professionals to provide accurate and reliable diagnostic solutions.

The issues at the heart of a new organization

The first challenge for this international group after its acquisition was to integrate its processes into a new organization, while increasing growth and productivity. Among its daily issues, that of transport is particularly important, even critical in terms of its area of expertise and the expectations of its customers.

To meet this need, Quidel Ortho launched a call for tenders for the implementation of a transport management system (TMS) with a high level of automation. The challenge was then to maintain the quality of specialized carriers and to handle complaints in the event of damaged packages with great rigor.

My Tower's complete TMS solution has been set up to manage all packages to be shipped from the warehouse, with specific rules defined by customers based on:



- Volumetry
- Product specificities
- Special conditions during transport, particularly in terms of temperature and humidity

Regulated information is provided in advance, with “track and trace” monitoring and proactive management in the event of delays. Traceability is thus ensured and all data is centralized.

The TMS also makes it possible to manage all carriers with a global and precise vision of the activity.

The number of complaints has decreased significantly for the 15 carriers operated by the solution, from the largest players to the smallest companies. This, thanks to the quality of the information which facilitates the monitoring of carriers, and the management of claims in the event of damaged packages.

The simplified and auto-completed input screen also offers optimal use of the solution and therefore promotes real adoption by teams.

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