



ParMed Pharmaceuticals Healthcare

Warehouse Management

ParMed Revamps Logistics to Support Healthy Growth

As a leading supplier of generic pharmaceuticals to community pharmacies nationwide, ParMed Pharmaceuticals is dedicated to providing high-quality products at the most economical prices possible. The company hired Customer Solutions to streamline and enhance its logistics processes to support continuing growth in sales.

Client Challenge

ParMed has built a solid customer base over three decades. In recent years, the company experienced exponential growth in sales and began renting offsite storage and distribution space. Inventory management and order fulfillment became increasingly complex, and ParMed knew it needed to revamp its logistics processes to meet the requirements of its growing business.

Customer Solutions offered a complete solution, including a strategy to synchronize and streamline ParMed's supply chain while also expanding its capacity. As a consulting arm of a world leader in logistics, ParMed trusted Customer Solutions to steer them in the right direction.

Our Solution

A top-to-bottom analysis of ParMed's logistics facilities and processes was conducted by the UPS Customer Solutions team. The results led to a recommendation for enlargement of ParMed's existing operations and the introduction of a state-of-the-art Warehouse Management System (WMS).

GEOGRAPHIC AREA SERVED
United States

CHALLENGE

Enhance the supply chain of a major distributor of generic pharmaceuticals to help it efficiently handle rapid growth in sales and maintain high service levels.

SOLUTION

Expand existing facilities and implement a state-of-the-art Warehouse Management System (WMS) and other process improvements to deliver immediate benefits and provide flexibility to handle continued growth.

RESULTS

- Streamlined order fulfillment processes
- Enhanced customer service
- Increased order throughput capabilities
- Laid groundwork to more efficiently grow business



"The Customer Solutions team are the best consultants I've worked with in my 30-plus-year career in the pharmaceutical industry."

— Dom Palmo
General Manager and Vice President
ParMed Pharmaceuticals



Customer Solutions helped ParMed through every step of the selection process for the new WMS, including researching potential vendors, coordinating the bidding process and product demonstrations, identifying the best proposals, and choosing the right equipment. After the company made its selection, a significant savings on the product price was negotiated.

By overseeing construction of the expanded facility and managing the WMS implementation, Customer Solutions helped keep the entire project on schedule and within budget. When ParMed moved into its upgraded facility and began operations, Customer Solutions representatives remained on-site to provide additional guidance on everyday process improvements.

As ParMed's needs evolved, Customer Solutions introduced the company to beneficial technology such as UPS ConnectShip, a labeling and shipping application that helped streamline order fulfillment and added significant value to the company's supply chain.

ParMed gained a total solution, from more efficient daily operations to enhanced management systems and logistics processes that will help prepare the business for its next 10 years of successful growth.

"The Customer Solutions team are the best consultants I've worked with in my 30-plus-year career in the pharmaceutical industry," concluded Dom Palmo, General Manager and Vice President of ParMed Pharmaceuticals. "UPS has earned the right to receive every package we ship."

The Results

With the help of Customer Solutions, ParMed Pharmaceuticals realized a 30 percent savings in the selection and implementation of their WMS. In addition, ParMed gained the ability to process orders more quickly and accurately, increasing its operational efficiencies to generate future savings and provide a return on investment.

For more information please visit us at ups.com/customersolutions.

