

**“It’s very important to us that the medicines are transported at stable temperatures.”**

How does Abacus Medicine ensure the safe supply of medicines to hospitals and pharmacies?



Care is essential in terms of the transport and supply of medicines. The shipment is often valuable and fragile and needs to be transported under special, conditioned circumstances. This is why Abacus Medicine works with PostNL because all drivers are qualified and the transport meets GDP directives to ensure that the medicines are correctly supplied to health-care providers.

In their search for a proactive and reliable logistics partner, they quickly arrived at PostNL, says Jeroen Neeven, Preparation and Logistics manager at Abacus Medicine. “You have to meet a long list of requirements before you’re allowed to transport our medicines. The transport has to be safe, refrigerated and comply with the strict rules of Good Distribution Practices (GDP). PostNL met all these requirements. We hardly have any concerns about the quality of the medicine transport now which is very important for us and our customers. For example, it’s very important that the temperature of chemo pills is guaranteed at all times.”

### **Clear information**

Another major advance is transparency. “If our customers have questions, we can now provide information about the transport much sooner. The portal is very structured and relatively simple to operate. Partly thanks to this, we’re able to provide our customers with much better information.” And that information can be crucial, says Jeroen: “Generally, pharmacies and hospitals order ahead, but sometimes they need information immediately as to how soon a medicine can be provided. It could be a life or death situation.”

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### **Huge improvement**

Jeroen is also impressed with the proactivity in communication and the reaction speed of the customer service team: “Not only the response time is much better than before, it’s also more convenient, we have more insights and a very good contact with our account manager. And where we used to use A4s, we now directly print address labels to put on the packages. It’s a massive improvement for us.”

### **Social responsibility**

The relationship between Abacus Medicine and PostNL goes further than logistics. “Yes, of course we make a profit, but the motivation behind our business is socially driven: We want to make the right medicines more affordable to more people. We also recognise this in PostNL: they’re clear about their sustainable and social ambitions.”

### **Growing across borders**

Looking ahead, Jeroen sees even more opportunities for close cooperation. “One of our goals is to grow in Europe. On the one hand in the markets where we’re already active, but also in new regions and countries. We’ve already had discussions with PostNL about that. For example, about the possibilities and opportunities we see in Germany.”



### **Making more medicines affordable for more people**

Abacus Medicine is a parallel-importer of medicines. By purchasing medicines cheaply in one country, they can offer them at a more favourable rate in another. This international trade in medicines is complex, but offers customers the same medicines at a lower price. This is how the company increases the accessibility to medicines. With a global network and presence in 14 European countries, Abacus Medicine is a European market leader. In the Netherlands, the company has a site in Amsterdam and a logistics hub in Alkmaar.

