



Biocair:

Protecting Vital Pharmaceutical & Therapeutic Shipments to Improve Patient Outcomes

Since its inception in 1986, **Biocair** has become the global specialist in temperature-controlled logistics for the pharmaceutical, biotechnology, and life sciences sectors. By employing scientists in front-line logistics positions, Biocair has created a one-of-a-kind, client-centric approach—providing best-in-class industry experts in quality, cold chain, and regulatory compliance.

Biocair has always been deeply focused on providing outstanding customer service. They offer the most comprehensive, time-sensitive, and temperature-controlled logistics services available—delivering customizable, cost-effective solutions to customers. Continually enhancing their service offering, Biocair decided to add end-to-end, real-time visibility, starting with cell and gene therapy shipments.

According to Arielle Drake, U.S. Customer Solutions Specialist at Biocair, “Because our customers manufacture precious, life-changing [AP1] and oftentimes life-saving therapies, our team knew that whatever solution we chose needed to provide accurate, real-time temperature and location data to ensure preservation of shipment integrity and on-time arrival. We conducted a comprehensive needs analysis, scoped out prospective providers, and ultimately chose Tive because we knew it could handle all those things.”

Biocair tested Tive against a competitive solution, and ultimately chose Tive because of its ease of use and the breadth of features available in the Tive cloud platform.





Real-Time Insight = Improved Customer Satisfaction

Biocair kicked off a short trial with Tive, and chose the **Solo 5G Non-Lithium trackers**—because they are safe to use on all modes of transportation—and used **Tive Dry Ice Probes** to further ensure the safety of their high-value life sciences shipments.

We identified a need for real-time location monitoring before we found and onboarded Tive. The program quickly caught steam after the first few months—when people saw what Tive was capable of. It is helpful to get detailed information when the rare deviation [AD2] does occur—to get a better view into what might have happened. This enables us to prevent such issues down the road.

Arielle Drake

U.S. Customer Solutions Specialist at Biocair



Quickly Pinpointing Shipment Location

On the scarce occasion that a shipment is misplaced by an airline, Tive enables logistics teams to pinpoint its exact location—and save the shipment. For Biocair’s customers, excursions simply aren’t an option: these medicines are critical to patients, and delays can be expensive, time-consuming, and even life threatening.

Our clients really appreciate the inclusion of Tive on their shipments. Having real-time visibility allows the client and our logistics teams to immediately know if a deviation is occurring, so we can ensure successful deliveries.



Insight Drives Operational Improvement Opportunities

You can't fix what you can't see. By analyzing the real-time data collected by Tive, Biocair is able to be proactive with shipments should a deviation occur—and drive continuous improvement across their organization. Says Drake, "Using the shipment data collected by the Tive trackers, we can conduct informed investigations into these rare events and pinpoint root issues more accurately—and use that data to make targeted improvements."

Biocair feels very supported by the team at Tive, and appreciates the levels of customer support they get.

The customer service we get from Tive is unmatched in my opinion. It's always very positive and is always very helpful—and if the Tive team doesn't know the answer right away, they always figure it out and get back to us. It's some of the best customer service I've ever experienced.



Attracting New Customers

To truly succeed in business, you need to retain current customers—and attract new ones. By providing real-time visibility through Tive, Biocair is able to offer actionable insight into the location and condition of shipments—across all modes of transportation. “Real-time shipment monitoring is quickly becoming an industry expectation,” says Drake. “Especially when it comes to the Cell and Gene Therapy space.”

For example, to be able to track a shipment in the airport—and tell the ground crew exactly where a shipment is—enables Biocair to recover valuable cargo should it go missing.

When it comes to the cold chain, you have a limited amount of time—time is always of the essence. Tive gives clients a lot of peace of mind.

Biocair is known for their exceptional, white glove service and flexible approach to life sciences logistics. Offering real-time shipment monitoring—from point of origin through delivery—improves their value proposition with potential and existing clients. Ultimately, it enables Biocair to further support the life sciences industry in moving science forward.

Stay Ahead:
**Embrace Real-Time
Shipment Tracking
with Tive**



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