

## **Slow response & resolution times**

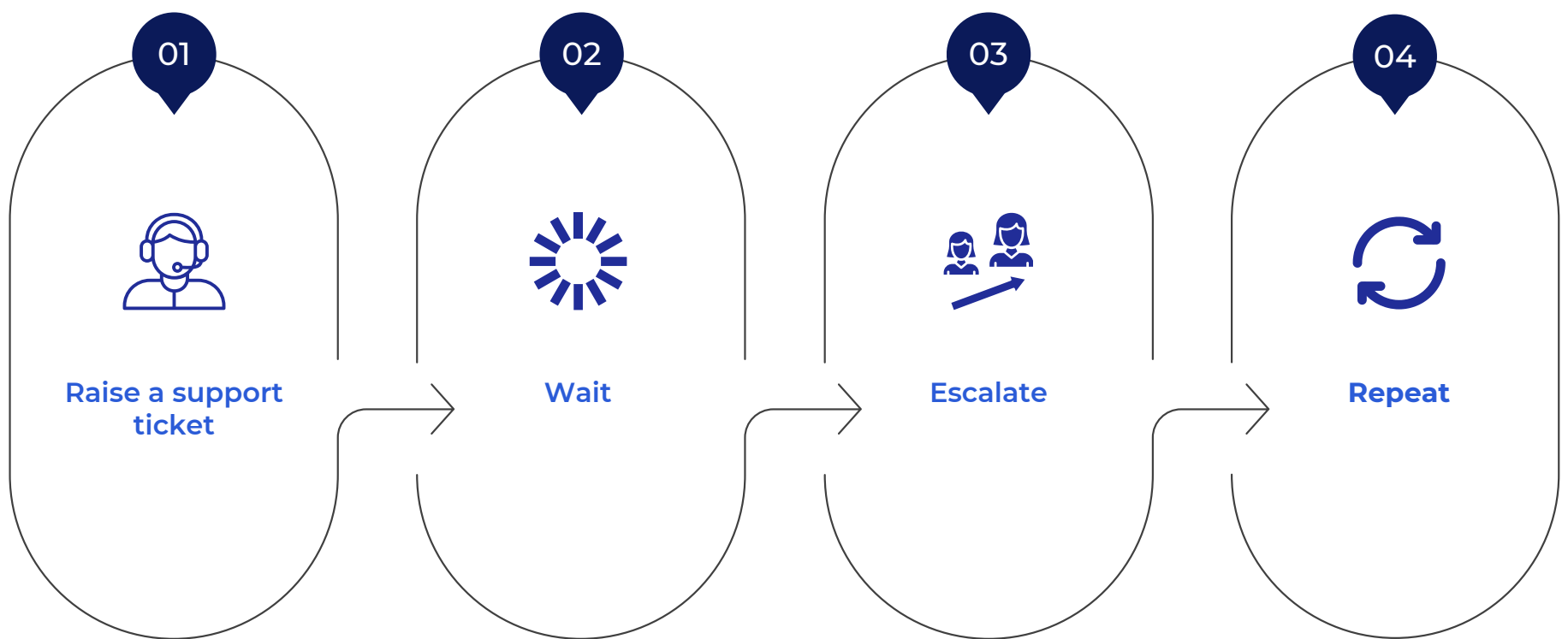
are a common frustration in supply-chain traceability.

But they are **rarely challenged.**

Most teams accept these **limitations** without questioning the **impact.**



**In legacy traceability systems,**  
path to issue resolution looks like this:



*This cycle isn't accidental.*

# The real bottleneck isn't support. It is how data is stored and handled.

Traceability data stored in proprietary internal formats

Continuous transformation/messaging of EPCIS events

Multiple handoffs before data becomes usable

Even small changes need support team involvement

*Every data transformation adds complexity, and increases the risk of error.*

# **This isn't just a support issue.**

Slow response and resolution times:

Delay root-cause analysis

Slow investigations and recalls

Create uncertainty around reported events data

Reduce confidence in compliance decisions

*Control quietly shifts away from internal teams, often without notice.*

A modern traceability platform like **AltiusHub** is built differently.

Designed for independence:

- Open standards (EPCIS / GS1) at the core
- Direct data access through the product UI
- No vendor-controlled backend dependencies
- Modular, event-driven architecture
- Built-in validations at every step

So internal teams can:

- Validate and query data independently
  - Respond faster to operational and regulatory questions
  - Reduce reliance on vendor intervention
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**Slow response & resolution times**  
are a sign that legacy traceability  
systems are built for dependency.

**It's time to change.**

**Curious how modern traceability platforms  
are being designed differently?**

**Let's chat!**

