



## Serialization Provider Switch

Discover the simplicity you've been searching for

Serialization has become a common practice for pharmaceutical companies, who work with serialization providers to implement it. They usually stick with the provider they chose at the beginning of their serialization journey. But what happens when they no longer fit? The reasons for switching can be dissatisfaction with the service offering, the sharp rise in prices, or the software. However, most pharmaceutical companies have valid fears that prevent them from switching providers - even though there are numerous reasons to do so. Our promise: Switching providers is a simple process with us. We have successfully connected many switching companies already, and are well-equipped to overcome any hurdles that may arise.

In the following, we would like to explain how a serialization provider switch to tracekey works and what solutions we have in store.

## We know your worries

If you have any of the following concerns, we would like to take them away in our white paper:

- A change during ongoing operations cannot work.
- We will have production losses.
- We cannot afford duplicate costs for two systems.
- We will have problems with our CMOs if we switch.
- Re-validation will be a huge task for our QM.
- With the amount of data, some will get lost.
- We have now understood our system, and it will be difficult to familiarize ourselves with a new one.

## How does a change of the provider work during ongoing operations?

Today's situation is different from when the pharmaceutical companies initially decided on a serialization provider. There is a lot of data in the system. Additionally, new data is constantly being added due to ongoing productions. So how can a switch from one system to another work? Switching to tracekey is a step-by-step process. Our tried-and-tested migration concept, which we can adapt to your processes, enables a smooth transition. We take on the main burden of the project and closely accompany you throughout the entire process.

You and your current productions remain with the old provider until the migration is complete and our system can go live. Only then do the corresponding service fees for operating our mytracekey PHARMA solution apply.

## How does the data migration work?

Especially if you have many products, there is a large amount of data that needs to be migrated from one system to another. We offer various options for this:

- Our Customer Success Team gradually transfers all product data to mytracekey PHARMA.
- Your data is transferred to an Excel list and imported into our system.
- Serial numbers and batch data from previous productions remain in the old system or are migrated as well.

## How does the connection of the CMOs work?

The connection of the CMOs and the software setup is happening simultaneously. We prioritize the connection of your business partners based on your production plan. In close partnership with you, we aim to develop an individually tailored timeline that guarantees seamless coordination among all parties involved. By executing both serialization systems in parallel, we ensure an uninterrupted production process.

You can proceed with the upcoming productions in your old system. We will work in the background to establish a connection between your business partners and our system for future productions and initiate serialization with them. Once that is done, we will follow up with the CMOs of earlier productions. This means you don't have to wait for production and there will be no loss of time.

We have over 300 system connectors and support numerous file formats. Therefore, it is likely that many of your CMOs are already communicating with our system. In any case, we will find the best connection option for each of your business partners.

## What effort is involved in validating the new system?

We offer a large set of validation documents for mytracekey PHARMA. We update them after each software release to minimize validation efforts for our customers. This service is included in every contract.

## How do we support you get used to the new software?

The switch always takes place in direct exchange. Personal contact with you is our top priority. Through close support and appropriate training, your team will quickly familiarize with the operation of our software. The go-live is followed by a so-called hyper-care phase. Here, too, we do not leave you alone with the new system. We support and accompany you whenever necessary.

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It was the right decision for our company. Tracekey fits in with our values and processes. The system is very simple and easy to use. As a result, we rarely need to contact support, but when we do, or when we connect a new CMO, we always get quick responses.

- macure PHARMA, „switched“ customer

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## Is it possible to try out mytracekey Pharma?

In addition to the possibility of a comprehensive software demo and a Q&A session, there is also the option of running only a part of your products via our software. The principle is called tracekey-as-a-second-source and is suitable for the introduction of a new product, for example. This way, you can carry out a „changeover light“, test our system to the full extent, and possibly save costs with your main provider.

## Let's get in touch

We are aware that changing your serialization provider can seem like an impossible project at first. Of course, we hope that we have already taken away some of your worries. We would be happy to discuss the rest with you. Such as for example our transparent pricing model, with no hidden costs, allowing you to plan for the long term.

Sometimes it is the little things that make the difference. For example, a support team that maintains good contacts with the EMVO and has already assisted with several provider changes. The advantage of our location in Europe, with no time difference and English and German-speaking support. As a medium-sized company, we know what challenges SMEs face and how important it is to carry out joint projects on an equal footing. With us, there are no long decision-making processes. Our customers benefit from this, especially in difficult situations.

We look forward to talking to you and finding solutions to your concerns. If you are thinking about changing your service provider, we are here to help. Feel free to talk to us and explore your options.

### About tracekey solutions

tracekey is a company that provides solutions for the life science industry. It is also the leading provider of serialization services for small and medium-sized enterprises (SMEs) in Europe. With years of experience in the field of pharmaceutical serialization, the company constantly expands its product portfolio to offer cloud solutions that address current challenges of the markets.



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