



Safeguarding life-saving protein therapies for Grifols

For more than 70 years, Grifols has been working in the fields of transfusion, blood banking, protein therapeutics and laboratory analysis. The global healthcare company produces life-saving protein therapies made from human plasma and provides hospitals, pharmacies and healthcare professionals with the products they need to deliver expert medical care around the world.

A narrow delivery window

Grifols ships life-saving plasma-derived protein therapies from the company's facilities in Los Angeles to distributors, hospitals, pharmacies and homecare providers throughout the U.S. Each product is shipped via a temperature-controlled package that is viable for a limited time period. If the delivery exceeds that time frame, the product's temperature cannot be validated — and it cannot be used by the end user. That could mean that a scheduled surgery cannot be performed as planned or that a patient does not receive a needed treatment on time.

Dedicated attention to every delivery

Because a late delivery of protein therapies has such widespread implications, Grifols began utilizing FedEx Priority Alert® for these time-critical, temperature-sensitive shipments. With FedEx Priority Alert, the customer receives an assigned global service analyst who provides one-on-one support, with end-to-end monitoring, personalized notification of all shipment progress and efforts to expedite or recover a shipment in the event of inadvertent delays.

For Grifols, that dedicated go-to person is Annette Owens, who scrutinizes the report of all of the company's critical shipments each morning. If she detects any potential delays, she immediately notifies the customer and initiates proactive measures to help ensure that every FedEx Priority Alert shipment arrives on time and intact. For instance, Annette can make arrangements to expedite the package or request that it be moved into a refrigerated area at a FedEx Express ramp while awaiting transfer to the destination.



"The FedEx Priority Alert team is incredible in ensuring that our products arrive safely and securely to those who need them most."

*Wendy Fong
Director, Materials Management
Grifols*

“My mind-set is that every Grifols package contains the priceless gift of life,” explained Annette. “I put myself in the shoes of the end customer. If I had a loved one who needed that plasma therapy, I’d want the package to be picked up and delivered without a problem. That’s the mode I’m in every day.”

Annette’s outstanding dedication is apparent to the customer.

“We get the impression that Annette is taking on her responsibility as a personal issue,” said Brian Lumsden, manager, Warehousing and Logistics for Grifols. “It’s like working with someone within our company because she understands our products and the urgency of delivering them on time.”

Added Wendy Fong, director, Materials Management for Grifols: “Annette takes any delivery delay personally, and that’s a rarity in a person. Her passion is very evident in her performance.”

Immeasurable results

For Grifols, which takes pride in its strong customer service, commitment to quality and safety and adherence to the highest standards of professional ethics, FedEx Priority Alert has helped to enhance overall customer satisfaction by minimizing disruptions and delivering life-saving products where they’re needed, when they’re needed.

As Ms. Fong explained, the delivery certainty provided by FedEx Priority Alert means that Grifols’ distributors can count on their orders being filled without delay. More importantly, Grifols has gained extra peace of mind knowing that patients will receive their protein therapy treatments on time — a benefit to which a price tag cannot be attached.

“FedEx has been an amazing ally,” added Ms. Fong. “The FedEx Priority Alert team is incredible in ensuring that our products arrive safely and securely to those who need them most.”



The assurance you need when it matters most

Why worry about monitoring the progress of your time-critical, temperature-sensitive and high-value shipments to ensure they reach their destinations on time and intact? With FedEx Priority Alert, we’ll do it for you. And with FedEx Priority Alert Plus™, part of the FedEx Temp-Assure® portfolio that supports temperature-controlled shipments, we’ll initiate additional efforts for your shipments that encounter inadvertent delays, such as dry-ice replenishment, gel-pack reconditioning and cold-storage access.

And whether you’re shipping pharmaceuticals, lab samples, devices or other life-saving items, FedEx® HealthCare Solutions is available on six continents, offering a range of services tailored to your medical shipping needs. For more information, please contact your FedEx account executive or go to [fedex.com/healthcare](https://www.fedex.com/healthcare).