

## Mastering global clinical trial logistics in challenging circumstances

### A World Courier and Viroclinics-DDL success story

The impact of the COVID-19 pandemic resonated throughout every sector. Clinical trial diagnostic laboratories were put in the spotlight, amid mounting pressure to successfully complete stages of clinical studies testing vaccines and therapies that could limit the impact of COVID-19 on global health. These studies heavily relied on robust and temperature-controlled transit to deliver patient samples to specialized laboratories worldwide.

For Viroclinics-DDL, a global clinical research organization (CRO), the pandemic brought immense clinical trial logistic complexities that only a logistics partner with robust transport solution could support. Rising to the challenge, the global biopharma logistics expert World Courier successfully overcame the shipment obstacles that impeded the current providers.

#### Scenario: Challenging clinical trial transport logistics in pandemic times

At the height of the pandemic, Viroclinics-DDL was conducting a critical COVID-19 clinical study. The CRO has extensive experience in conducting research for a wide range of pharmaceutical companies and specializes in supporting clients with studies and trials for treatments for infectious diseases, including those caused by rare viruses. During the pandemic, Viroclinics-DDL was analyzing patient samples from around the world in its dedicated facilities, requiring robust logistics to maintain environmental control, ensure sample integrity and on-time delivery.

As well as the difficulties in transporting coronavirus patient samples from sites worldwide to processing laboratories, the clinical study posed several unfamiliar challenges to the client. Namely, there was the navigation of elevated border restrictions due to the pandemic, as well as the necessity to rapidly scale up to support a sharp increase in sample volumes.





Viroclinics-DDL engaged World Courier to rescue the clinical study logistics by supporting a smooth flow of samples internationally. World Courier worked quickly to provide a robust logistics infrastructure for international sample shipment requests to overcome three prominent hurdles:

## 01 Time and temperature control

The sensitivity of the samples meant they had to be processed within 36 hours of collection and transported between +2 and +8°C (36–46°F). Failure to deliver under these strict conditions came with the risk of losing critical samples, potentially causing financial loss to the CRO and jeopardizing the trial.

## 02 Containment integrity

It was vital to ensure containment integrity to protect the purity of the samples and maintain the safety of the transportation personnel. When COVID-19 was an unknown threat with undetermined repercussions of infection, safeguarding the safety of the handlers was of utmost importance.

## 03 International transport

Clinical samples had to be transported globally from multiple countries and sites. On top of the difficulties of delivering on time while maintaining environmental control and containment integrity during this long journey, the pandemic presented additional challenges. These included heightened border control and restricted movement within and between territories.

### **Solution: Overcoming logistic hurdles in international transport of unstable materials**

The unpredictable impact of the pandemic meant that the biopharma industry had to react quickly to update and change safety measures. This flux added to the challenges World Courier faced in providing multiple components to a supply network that was seamlessly working together at scale to create cost advantages for its CRO client.

Meanwhile, as the study by Viroclinics-DDL was rapidly scaled up, the number of kits needed to collect samples dramatically increased. This required World Courier to quickly pivot to provide a scalable logistics solution to meet demand for the kits. The success of this partnership hinged on World Courier's ability to offer the necessary temperature control solutions to preserve these samples and on responding quickly to new challenges. Changes in countries' import and export regulations while sample collections were scheduled necessitated rapid adjustment of the transport strategy, as well as swift communication with all sites involved.

With a global network ensuring a 24/7 monitoring and support service, World Courier was able to minimize the impact of unpredicted changes to the original plan and support smooth delivery, and Viroclinics-DDL was able to successfully complete its trial.



### Outcome: Robust processes enabling success in challenging times

Leveraging processes that could be rapidly scaled up to accommodate increasing sample shipment requests received on an impromptu basis, World Courier successfully delivered samples from across the world to Viroclinics-DDL's processing laboratories on time and in good order.

"We were proud to support Viroclinics in their bold and crucial work to improve patients' lives, especially during the challenging times of the pandemic. World Courier's ability to remove temperature excursions from operations with its temperature control solutions was instrumental in ensuring the safe delivery of patient samples on time and at a suitable temperature. The company's robust approach also helped generate significant savings for our client, particularly when considering lost samples and transportation costs."

**Martijn Geel**

Customer Service Manager, World Courier

"In these challenging times, the ability to rapidly scale up and adapt to the ever-changing needs of our clinical trials has been crucial. World Courier has proven to be an invaluable partner, consistently demonstrating their agility and commitment to supporting our mission. The timely and safe delivery of crucial samples allowed us to make meaningful advancements for COVID-19 patients. We are confident that our partnership with World Courier will continue to create better patient futures as we embark on new projects together."

**Marc van Puijssen**

Viroclinics Xellerate

### Summary

In the face of unfamiliar challenges, expertise and experience in transporting clinical samples on time and within temperature parameters are instrumental in keeping clinical research operations running smoothly. For this customer, the supplier network and flexibility offered by World Courier were crucial for rescuing a critical COVID-19 study in the throes of a global crisis.

**World Courier provides the end-to-end visibility and security you need to transport your safety samples on time and within temperature parameters.**

**Contact us to find out more about our solutions.**