

# Transforming Pharmaceutical Warehousing

## A Speedy & Successful Software Implementation

How Datex helps Tobin Scientific deliver next-level service to its clients and scale for the future with Footprint® WMS

### ABOUT THE CLIENT

A leader in biopharma cold chain, ambient storage, transportation, and logistics services, Tobin Scientific is a globally recognized third-party logistics provider primarily supporting the life sciences industry. It must maintain CGMP compliance and ISO accreditation.

### THE CHALLENGE

The most significant challenge Tobin Scientific faced was limited data capture and lack of real-time visibility for its clients. The company needed a flexible, data-rich warehouse management system that could meet its rigorous standards and industry compliance demands.

### THE SOLUTION

By partnering with Datex, Tobin Scientific implemented Footprint WMS in just six months. The result was a reduction not only in order processing time (from hours to minutes), but in manual client communications while utilizing client dashboards.



Interested in seeing how  
Footprint WMS's data  
accuracy can unlock  
new operational success  
in your warehouse?

[Preview Footprint WMS here.](#)

## ABOUT TOBIN SCIENTIFIC

### A Vertically Integrated Pharma Services Provider

Supporting the life sciences industry, Tobin Scientific is a third-party provider of storage, support, cold chain, transportation, and logistics services.

The company's primary client base includes:

- Biopharma and biotech companies
- Medical device manufacturers
- Contract development and manufacturing organizations
- Research institutions and universities
- Local and national agencies

As a leading provider of Current Good Manufacturing Practices (CGMP) warehousing services, Tobin Scientific has a huge responsibility to maintain CGMP compliance and International Organization for Standardization (ISO) certification. At the same time, its clients require a high amount of supply chain transparency and traceability.

This demands a warehouse management software (WMS) that's capable of handling data accessibility via a secure client portal.

## THE CHALLENGE

### Manual Management of Disorganized Data

The most significant challenge Tobin Scientific faced was its lack of capacity for intelligent data capture on the customer side. With clients requiring such high visibility into their warehouse data, Tobin Scientific's previous processes couldn't meet the growing demand. The company needed a flexible, data-rich warehouse management system that could accommodate rigorous industry standards and give clients access to real-time data.

Based mostly in traditional spreadsheets, the existing system operated on manual counts and manipulation of data. Essential variables, such as lot numbers and expiration dates, were all tracked manually, leaving room for miscalculations and inventory errors. This erroneous process not only burned tons of man hours but also slowed communication between Tobin Scientific and its clients. The stark reality is that the pharma industry has no room for miscalculations.

*"One of the main purposes [of a client portal] would be for genealogy,"  
"[Our clients] need to have a high level of traceability for materials going into  
any of their manufactured batches."*

#### DAVID HAMILTON

VP of GMP Warehousing at Tobin Scientific

## THE SOLUTION

### A Purpose-Built Life Science Logistics Solution

The most impactful features of the software Hamilton noted were:

- **Customer-facing portal:** Clients can easily and securely access accurate supply chain information.
- **API and integration capabilities:** Tobin Scientific is able to tie other systems and data into Footprint WMS via robust software integrations.
- **Live data capture:** Footprint WMS collects and aggregates warehouse data in real time to create inventory reports quickly and effectively.
- **Customization potential:** The WMS interface is fully customizable and can be adapted to virtually any workflow.
- **Quick implementation:** The user-friendly platform enabled a successful implementation in just six months—far ahead of traditional timelines.

Hamilton stated that the main reason Tobin Scientific decided to go with Datex's solution was the capabilities of the client-facing portal.

According to him, that was a high-demand feature for its life sciences client base, and existing customers were very receptive to the new tool after its implementation.

It has also become a big selling point for newer clients and prospects looking for high-value functionalities in their WMS.

## THE RESULTS

### A "Vast Improvement" in Order Processing Time

When asked about the results Tobin Scientific experienced, Hamilton noted the game-changing impact of streamlined order processing, as the company was able to reduce processing time from hours to minutes.

Hamilton also cited improved inventory visibility and system integrations that have led to increased efficiency and significant labor cost savings.

The most beneficial outcomes of implementing Footprint WMS are:

- **Customer data visibility:** Clients have instant access to all of the inventory and warehouse data they need to manage their operations.
- **Improved warehouse management:** Managers are able to run reports and access capacity data instantly, giving them full transparency into warehouse availability.
- **Cross-departmental alignment:** Enhanced data accessibility allows for easy sharing of information across departments, strengthening communication and collaboration between teams.

## THE RESULTS

- **Scalability potential:** The system is easily expanded and scaled, enabling Tobin Scientific to get new warehouse locations up and running quickly.
- **Fewer discrepancies:** Moving from manual spreadsheets and processes to structured, automated reports minimizes inventory corrections, increasing data accuracy.

*"It was a pretty vast improvement from where we were to where we are now," "We went from turning around an order in probably two or three hours to [now processing] an order in a matter of minutes. ... [Footprint WMS] has been very good for our business, and I can see us growing into Datex, and Datex growing with us."*

### DAVID HAMILTON

VP of GMP Warehousing at Tobin Scientific

## KEY TAKEAWAYS

- As a leading provider of CGMP warehousing services supporting the life sciences industry, Tobin Scientific has a huge responsibility to maintain CGMP compliance and ISO certification.
- The most significant challenge Tobin Scientific faced was limited data capture and lack of real-time visibility for its clients. The company needed a flexible, data-rich warehouse management system that could meet its rigorous standards.
- Their existing process, an erroneous spreadsheet system operating on manual counts and manipulation of data, not only burned tons of man hours but also slowed communication between the company and its clients.
- David Hamilton, VP of GMP warehousing stated that the main reason Tobin Scientific decided to go with Datex's solution was the features of the client-facing portal, but also noted its integration capabilities, live data capture, customization potential, and quick implementation as huge selling points.
- When asked about results, Hamilton noted the game-changing impact of streamlined order processing; they were able to reduce processing time from hours to minutes.
- Other measurable outcomes included better visibility for customers, improved warehouse management, cross-departmental communication, and increased data accuracy.
- Hamilton also mentioned that the improved inventory visibility and system integrations have led to enhanced efficiency and significant labor cost savings.