

Contract Pharmaceuticals Limited (CPL)

Introduction

This case study of CPL is based on an April 2017 survey of Loftware customers by TechValidate, a 3rd-party research service.

“Loftware is a reliable partner, providing leading-edge labeling solutions along with outstanding services and support.”

“Easy to manage, Versioning for audit purposes, Integration with ERP systems and for Serialization.”

Challenges

CPL implemented a Loftware Enterprise Labeling Solution to overcome the time-consuming manual processes they encountered daily. They also needed to comply with regulations while eliminating the costly labeling errors inherent with a manual labeling approach. They were also looking to reduce the number of labeling solutions and related management efforts.

CPL was faced with meeting a range of complex customer labeling requirements and needed to eliminate the delays and downtime they were encountering with their existing labeling solution. This pharmaceutical leader was looking for a labeling solution which could support the company's expected growth and provide the labeling consistency and accuracy needed for their global operation.

Finally, they wanted to overcome the labeling limitations with their existing enterprise applications and integrate with serialization equipment and technology.

Use Case

By deploying Loftware, CPL simplified their label design and empowered their business users to update labels. CPL also improved traceability across their supply chain while streamlining manufacturing, warehouse management, shipping, and distribution.

Results

After deploying Loftware's enterprise labeling solution, CPL was no longer challenged with managing and maintaining multiple label systems. They improved label accuracy and reduced costly errors while scaling their labeling to new locations. Loftware helped provide their labels with better branding and overall consistency.

Loftware's direct professional services and support teams helped ensure a smooth deployment and knowledge transfer.

CPL became better equipped to address customer requirements by improving the handling of requirements such as content, barcodes, images/branding, formatting, and languages. By being better responsive to customer labeling changes, CPL improved relationships with their customers, reduced customer attrition, and offered customers a significant competitive advantage.

CPL was also able to avoid supply chain disruptions and stoppages while reducing the risks of costly fines as well as enabling their expansion into new markets.

CPL recouped their investment in Loftware in as little as 6 to 12 months by eliminating manual labeling efforts, making label changes more quickly, and avoiding mislabeling errors. CPL reduced the number of label templates by 80% or more while easily scaling to meet their business growth demands and expand into new locations. Loftware helped CPL remove the risks of maintaining label data outside of their enterprise applications while increasing visibility over the entire labeling process

Company Profile

Company:
CPL

Company Size:
Medium Enterprise

Industry:
Pharmaceuticals

About Loftware

Loftware is the global market leader in Enterprise Labeling and Artwork Management solutions with more than 5,000 customers in over 100 countries. Offering the industry's most comprehensive digital platform, with SaaS, cloud-based and on-premise solutions, Loftware redefines how enterprises create, manage and print complex labeling and packaging artwork and scale across their operations. Loftware enables customers to uniquely meet regulatory mandates, mitigate risk, reduce complexity, ensure traceability, improve time to market and optimize costs as they meet customer-specific, brand, regional and regulatory requirements with unprecedented speed and agility.

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