

# Johnson & Johnson Reduces Mislabeling by Over 80% with Loftware

## Introduction

This case study of Johnson & Johnson 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.”

## Challenges

Johnson & Johnson implemented a Loftware Enterprise Labeling Solution to overcome the time-consuming manual processes they encountered daily. They also needed to eliminate the costly labeling errors inherent with this manual labeling approach.

The company 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 Life Sciences 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.

Additionally, the company was challenged with eliminating costly labeling errors which are inherent with manual labeling. They also were 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.

## Use Case

Using Loftware's Enterprise Labeling Solution enabled Johnson & Johnson to streamline their warehouse management while also simplifying their label design and empowering business users to update labels so they could more quickly meet customer requirements.

## Results

Johnson & Johnson was able to achieve a host of benefits from implementing Loftware and was able to recoup their investment in less than two years. Implementation of Loftware's labeling solution has helped the company reduce downtime by almost 100% while reducing mislabeling by over 80%.

Loftware's enterprise integration allowed J&J to eliminate manual labeling efforts, make label changes quickly, and avoid the risks associated with maintaining label data outside of enterprise applications. This also enabled the company to increase visibility over the entire labeling process and enabled the company to scale labeling to meet their business growth while supporting expansion into new markets.

With the Loftware Enterprise Labeling Solution, J&J was able to also **reduce the number of label templates more than 80%** and is now better equipped to address customer and regulatory requirements in a timely fashion. Ensuring regulatory compliance and industry standards enabled expansion into new markets and reduced the risk of costly fines while avoiding supply chain disruption or stoppages.

### Company Profile

Company:  
**Johnson & Johnson**

Company Size:  
**Global 500**

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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