



INTELSIUS – DX CASE STUDY

A PATIENT-FOCUSED COLLABORATION



THE PARTNERS

DX

DX are a trusted logistics partner for the carriage of Category B specimens and a packaging provider for Category A specimens. With a wealth of experience and millions of safe and secure deliveries completed, DX deliver a quality of service and have a reach across the UK and Ireland that ensures specimens are in good hands.

The Tracked Specimens Service complies with stringent health and safety standards ensuring samples are handled with the utmost care and tracked via GPS scanning throughout the network.

Trusted by public health bodies, research universities, organisations, and private laboratories to carry specimens, DX has a proven record for uninterrupted service for tracked specimens and offer a next-day pre-9.00 AM delivery as standard. The service also features a free collection of used packaging and an all-inclusive price for both packaging and delivery.



Intelsius

Intelsius have been designing and manufacturing intelligent sample transport and temperature-controlled packaging solutions for over 20 years. With both a significant range of off-the-shelf Category A and B compliant solutions and bespoke packaging solutions available, we ensure you can safely and compliantly ship your samples anywhere in the world.

We are proud to work closely with DX, providing compliant sample transport packaging and bespoke refurbishment solutions for their tracked specimen service. In this case study, we'll look closely at how this collaboration produced a new solution that is providing better patient outcomes, reducing costs to their customers, and ensuring full compliance across their sample transport programme.

We'll speak to DX Product and Marketing Manager, Jonathan Ramsey about how this partnership came about, the problems that needed overcoming, and how by working closely together, a successful solution was developed and deployed on a national scale.



THE PROBLEM

What was the problem DX needed Intelsius to solve?

‘Customers working in hospitals, veterinary clinics, labs and clinical trial sites needed a compliant packaging solution that was combined with a service that was easy to use and allowed for national sample transportation.’

‘Having a reliable national solution was key as we service a nationwide customer with crucial patient sample transport logistics, and there was of course a heavy focus on compliance. Regional services varied significantly and could not transport tracked specimens to the entire country.’

‘We looked at Intelsius as both experts in compliant packaging and a supplier capable of handling high-demand across our national network who were ideally placed to help us, and our customers keep both samples and their site staff safe.’



THE IMPACT

Who are the end-user customers and how was this problem impacting them?

'By not having a reliable service and packaging solutions, irreplaceable samples/specimens were being lost or not being delivered on time. This impacted the ability to quickly offer effective treatments, causing adverse effects on the health of patients. In certain cases, new samples had to be acquired, causing pain and delay for patients, extra work for health staff, and increased costs for all involved. Most importantly, patients were delayed the results vital to fast treatment.'



THE SOLUTION

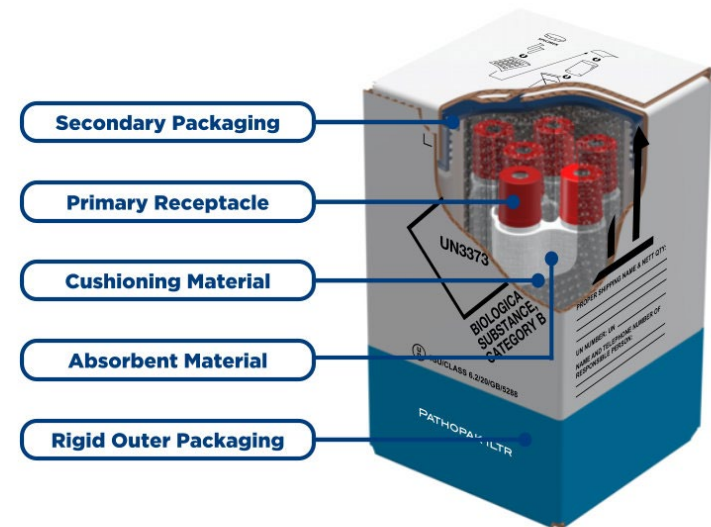
What did Intelsius do to help overcome the problem?

'Intelsius worked closely with us to create a solution that was compliant and flexible to requirements with their existing PathoPak, which they made available in 3 sizes: 1L, 2L, 3L.'

'The disinfection process was a key benefit, helping us to utilise the packaging multiple times without the risk of contamination. This has helped save hundreds of tonnes of plastic since the service's creation, with 31 tonnes of plastics being sterilised, cleaned, and reused in 2020 alone.'

'Intelsius' flexibility to cope with changes in demand was particularly useful when transporting samples for COVID-19, a situation that increased demand and tested the supply chain. But the service prevailed, with more packaging solutions being injected into the DX Tracked Specimen Service.'

UN3373 Category B Schematic For PathoPak 1L



THE BENEFITS

What impact did this new solution have on DX and their end-user customers?

'All tracked specimens are now sent compliantly, and we also offer pick-up for next day delivery until 5.00 PM, maximising sample collection times for patients. Samples are often delivered to the required locations before 9.00 AM the next day meaning results of specimen analysis happen as quickly as possible, ensuring vital treatment is not delayed.'

'The easy-to-use nature of the PathoPak means hospital staff find packing samples easy, ensuring the entire process is compliant, so there is no concern about the safety of samples. In addition, high reliability has reduced costs due to exceptional next day delivery rates and the fully trackable nature of the DX Tracked Specimen Service.'



THE FUTURE

A final word on project success and future potential for working together

'The Tracked Specimen Service continues to expand; in addition, the service is to be extended to temperature-sensitive samples. Using passive temperature-controlled packaging could have fantastic results, reducing reliance on temperature-controlled vehicles and again proving better for the environment. DX and Intelsius continue to work closely to provide an ever-improving service to the health sector and patients.'



LET'S COLLABORATE



Communication and flexibility are crucial when creating the perfect packaging solution; our sales experts can offer advice on the transportation of a wide variety of products, and our expert Technical Team will work with you to design the perfect solution for your sample transport or cold chain needs.

Visit www.intelsius.com/contact-us to get started.

EUROPE: DGP Intelsius Ltd
1 Harrier Court, Airfield Business Park,
Elvington, York, YO41 4EA,
United Kingdom
t: +44 (0) 1904 607 390
f: +44 (0) 1904 607 391
cs@intelsius.com

INDIA: DGP Intelsius Cold Chain Pvt. Ltd.
Sun Srishti, C 10, Saki Vihar Road,
Chandivali Powai. Mumbai - 400072
Maharashtra - India
+91 22 49746536

compliance@intelsius.com

GERMANY: DGP Intelsius GmbH
Eulerweg 11
64291 Darmstadt
Germany
t: +49 6151 4936650
f: +49 (0) 6151 4936651
info@intelsius.de

AMERICAS: DGP Intelsius LLC
7696 Zionsville Road,
Indianapolis, IN 46268,
United States of America
t: +1 317 452 4006
f: +1 317 290 4621
americasorders@intelsius.com

ASIA: DGP Intelsius Sdn Bhd
Plot 11, Lorong Bemban 2, Estet
Perindustrian Bemban, 31000
Batu Gajah, Malaysia
t: +605 3666 399
f: +605 3669 399
compliance@intelsius.com

IRELAND: DGP Intelsius Ireland Ltd.
Unit 8. Coolcaslagh Industrial Estate,
Coolcaslagh, Killarney
Co. Kerry, V93 K006, Ireland
t: +353 (0) 26 45699
salesireland@intelsius.com



DX are a well-established provider of a wide range of delivery services, including parcel freight and secure courier and logistics services across the UK and Ireland.

To learn more about the Tracked Specimen Service or contact DX using the details below:

health support: 0333 241 5100
health@dxdelivery.com
dxdelivery.com/trackedspecimens