

# INTELSIUS - DKSH OPTIMISING THE COLD CHAIN



# THE PARTNERS

In our latest case study, we speak to Jayanandhan Vasudevan, Senior Director of Supply Chain Management for DKSH Malaysia, about how using Intelsius ORCA Multi-Use has helped the organisation undergo zero temperature excursions on its cold chain shipments since 2021.

## **DKSH Malaysia**

We are a market expansion services company focusing on four main business units: consumer goods, healthcare, performance materials, and technology. Our parent company, Swiss-owned DKSH, runs 147 distribution centres worldwide and is present in 36 markets.



DKSH Malaysia offers comprehensive solutions for market expansion, including logistics services, credit collection services, market insights, sales and marketing, distribution and after-sales services, among others. We operate a multi-tiered business model where we offer standalone services like third-party logistics, or the full-suite agency model, which includes before and after-sales services, distribution and logistics. These services can be tailored to customers' needs, depending on their requirements along the supply chain.

## **Intelsius**

Since 1998, Intelsius has been designing and manufacturing intelligent sample transport and temperature-controlled packaging solutions to serve the cold chain market. Headquartered in York, United Kingdom, Intelsius has six global manufacturing sites in India, Malaysia, Germany, the United Kingdom, the US, and Ireland. The company offers a range of compliant and connected packaging solutions that are tested to international standards to ensure cold chain cargo is transported safely and securely around the world.

# THE PROBLEM

DKSH Malaysia had been using EPS packaging solutions with gel packs to transport cold chain cargo, but this solution did not provide us with the thermal protection and performance stability we needed to ensure safe and secure transport of temperature-sensitive goods.

We had tried and compared a few different solutions on the market but found that ORCA Multi-Use gave us the best performance at the most affordable cost.

To comply with Malaysia's regulatory requirements for cold chain shipments, we also needed all cold chain packaging to be fitted with data loggers. Therefore, we needed a superior solution which was compatible with data loggers and provided consistent thermal protection without temperature excursions. Single-use EPS solutions are also not very environmentally friendly.

Each EPS system requires gel packs, and these solutions can only be used once. In the long run, this was less cost-effective for us and created a lot of waste, which was not in line with DKSH's core focus of sustainability. One ORCA solution is reusable for up to five years with refurbishment, so while there was a larger upfront cost, it was more commercially viable for our business and more efficient than using single-use EPS with gel packs.



# THE SOLUTION

We first started using ORCA Multi-Use for our shipments in 2021. We transport cold chain cargo in the 2-8°C and dry ice temperature ranges in the 11L, 23L and 50L sizes.

Assessing the data over a period of five years, we used ORCA Multi Use at a rate of about 2-3 times per month for our cold chain shipments within Malaysia, which is our inventory turnover rate. We estimated that we replace about 180 EPS boxes per month with one ORCA Multi-Use.

The solution is also compatible with a range of data loggers, and this was in line with the government's compliance requirements. The performance of the solution is stable.

The insulation remains intact even after many uses, and with some refurbishment and cleaning, its temperature control effectiveness remains the same well into the five-year reuse period.



# THE FUTURE

## DKSH

We chose ORCA Multi-use for our cold chain shipments because it provides the temperature stability we need.

We are very satisfied with ORCA Multi-Use's performance and we intend to continue using this solution for our cold chain shipments. We hope to eventually scale up usage in the region in the future.

## Intelsius

We're proud to partner with DKSH, helping them to deliver cold chain excellence for their customers.

We look forward to expanding the partnership further over the coming years.



# LET'S COLLABORATE



Communication and flexibility are crucial when creating the perfect packaging solutions; our sales experts can offer advice on the transportation of a wide variety of products and samples, 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](http://www.intelsius.com/contact-us) to get started.

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DKSH's purpose is to enrich people's lives. For 160 years, we have been distributing, marketing, and selling high-quality products and brands for multinational and Fortune 500 companies. Established in 1968, DKSH Great Britain has been the trusted partner for companies looking to grow their business in Great Britain and Ireland.

Visit [www.dksh.com/gb-en/home](http://www.dksh.com/gb-en/home) to find out more.

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