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Linking global and in-country supply chain visibility through new and integrated technologies

Ishmael Muchemenyi

Partnership for Supply Chain Management (PFSCM)

Head of Logistics



Introduction to PFSCM

A global organization that solves complex supply chain challenges by leveraging relevant technology, people and processes to drive public health supply chain transformation. We partner with local, regional, and international stakeholders, to ensure end-to-end visibility of quality health products from source to final delivery.



Planning for product demand



Sourcing and procuring products



Moving products internationally and locally



Tracking the location of products in the supply chain



Talking points

- What are **new integrated technologies**, and how do they **improve supply chains**?
- How does new technology differ from the **current landscape of technology investments**?
- Are new technologies a passing cloud or a **new way of life**, and what does this **mean for public health supply chain practitioners**?
- Technology deployment: procurement services agents' (PSAs) experiences, **benefits and lessons learned**.
- Digital transformation as an amplifier. How can **we use data effectively** in the supply chain, and how we **engage people** to better leverage technology and processes?





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Enabling global supply chains

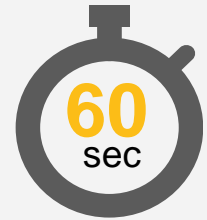




Changing terrain: E-commerce trends and statistics

What happens in an internet minute (2018)

Consumer engagement driving change



\$751,522

Spent online

156 million

Emails sent

3.5 million

Google search queries

153,000

Tweets sent

E-commerce trends

In developed countries, products and services are being delivered in record time, with real-time tracking for consumers.

- **Airbnb**

Homestay and tourism experiences.

- **Alibaba and Amazon**

Free same-day delivery

- **Uber and Uber Eats**

Real-time tracking of your service or product as it is en route to you.

Public health supply chain trends

In developing countries, public health supply chain systems are still disaggregated, failing to deliver a holistic solution. We are closely watching some early adopters of new integrated technology.

- **Rwanda**

First country to deploy this new technology.

- **Ghana**

Recently selected a similar technology after the Central Medical Store (CMS) fire in 2015.



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Addressing pain points in public health supply chains

Supply variability

- Limited visibility into production capacity.
- Order readiness for dispatch.

Very large annual orders

- Annual order vs. draw down approach.
- Colonial infrastructure: space constraints at the CMS, detention and demurrage costs.



Chain of custody

- Visibility and accountability.
- Who wants to declare expiries and at what cost?



Fragmented responsibilities

- Dislocation between procurement and CMS.
- Donor collaboration.

Stock-outs

- Social media.
- Greater scrutiny and accountability demanded by donors.
- Treatment disruption

Visibility and analytics

- Too many e-mails.
- Too many parallel supply chains.
- Too many siloed systems.
- Lack of cohesive data management.

Do more with less

- Increased disease burden.
- Increased cost to serve.
- Flat donor funding, increased demands for domestic funding.



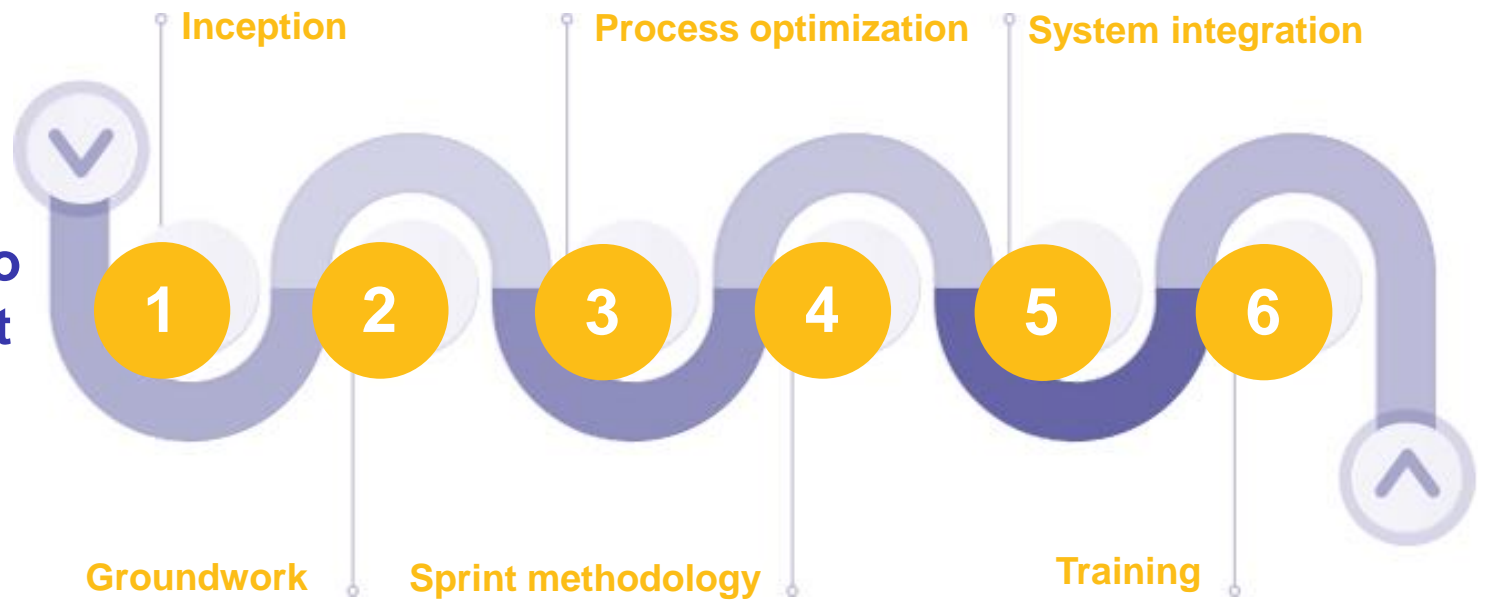


PFSCM's Integrated Digital Platform: key steps in system deployment

PFSCM has on-boarded

- ← **Key suppliers** — 90% of volume
- ← **Global freight forwarders** — 90% of volume
- ← **Wambo.org integration** — 90% of volume

The route to deployment





Solutions and strategies: The before and after perspective

Implementation phase

Post-implementation phase

Infrastructure

- Siloed systems
- Excel /paper based 3PL rate cards

- Integrated system
- Automated 3PL rate cards

Operations/technology

- Specific procedures

- Industry-wide view. Best practice

Human capital

- Transaction management

- Solution oriented approach

Communication

- The e-mail curse

- Single digital transaction platform

Oversight/transparency

- Many versions of the truth

- One version of the truth

Technology

People

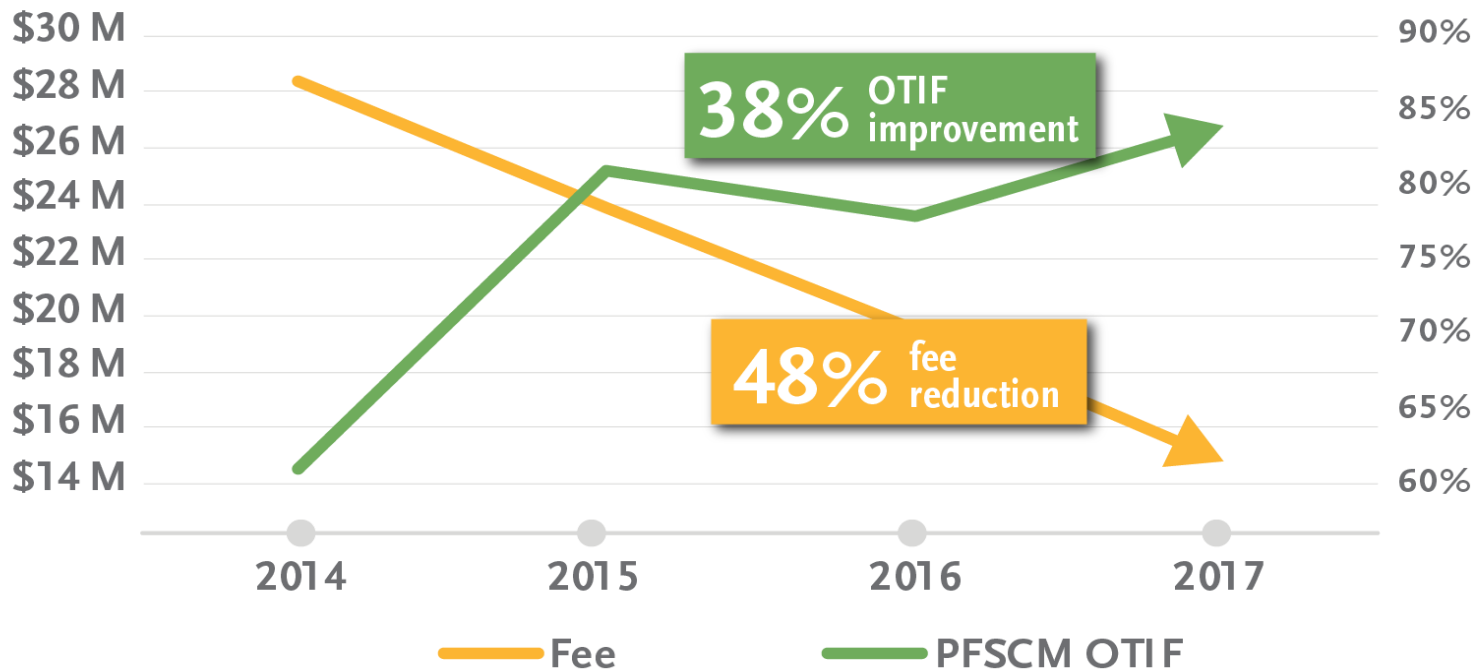
Processes



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Key Results

Improved performance, lower fee





Link to success: Connecting the up and downstream supply chain

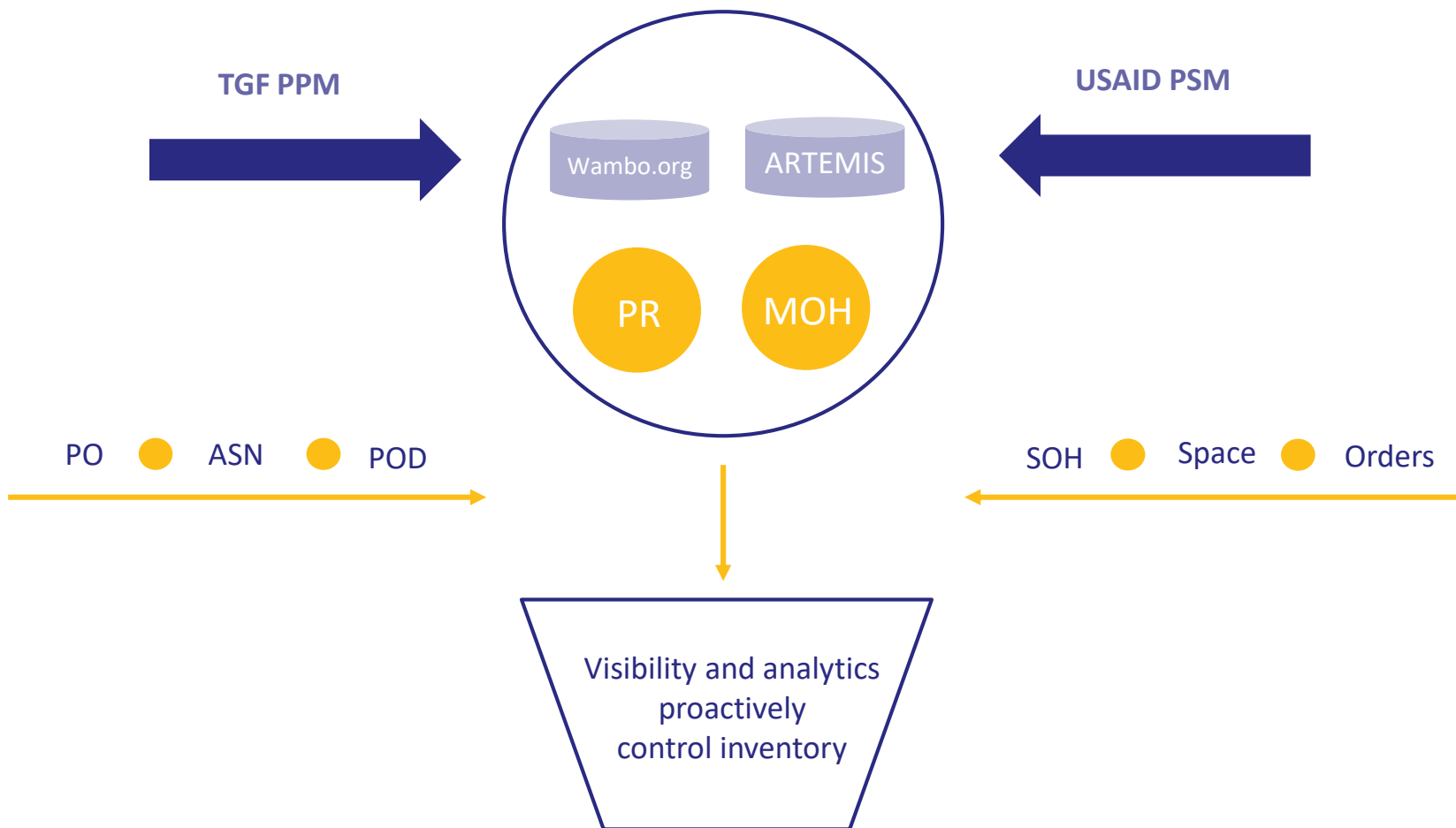
Upstream
Global supply chain

Downstream
In-country supply chain





Multiple parties and systems underpinned by Mobile Device Management





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Spotlight on early adopters

1

Rwanda

First country to make a decision electronic Logistics Management System (eLMS).

Increased management efficiencies

Data integration

Accurate quantification and demand planning

Low inventory and operation cost

End-to-end visibility



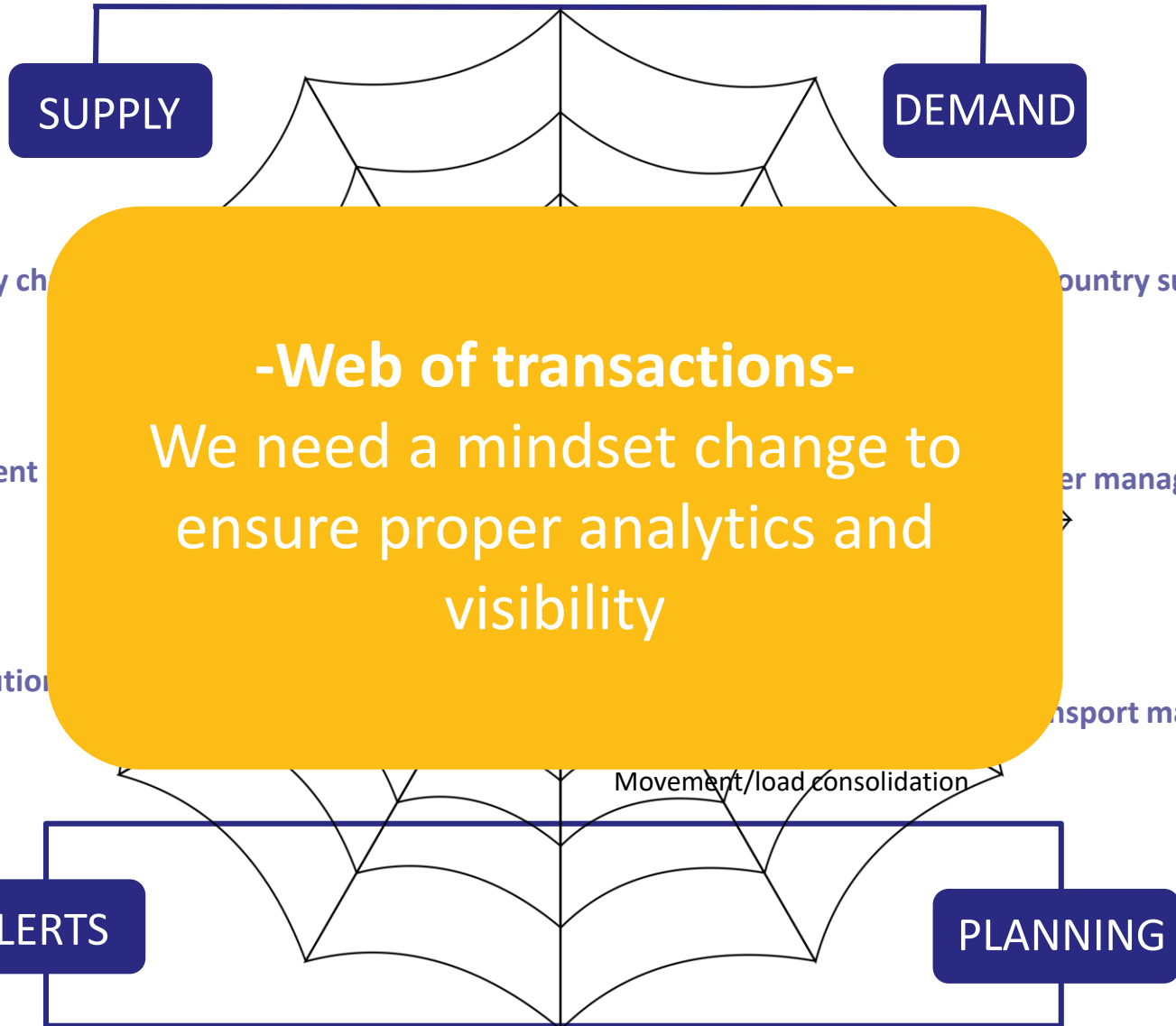
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Ghana

Second country to adopt integrated technologies.



The way forward: Technology, people and processes





Thank you! Questions?

For more information, please contact:

Clinton de Souza

Partnership for Supply Chain Management (PFSCM)

1616 Fort Myer Drive, 9th Floor

Arlington, VA 22209 USA

+571.227.8748

cdesouza@pfscm.org



2012 and 2014
Finalist



2014 winner of the World Bank's Science of Delivery Award for the Procurement in Complex Situations Challenge



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