

SHIP^{rq}

SAVES THE DAY FOR MAJOR PHARMACEUTICAL COMPANY



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You head up operations for an enormous medical distribution company, a carrier announces an unexpected change that's not compatible with your software, and you have **1 month to come up with a solution**, who do you call?

This is the situation a well-known pharmaceutical company found themselves in right before the Holiday season of 2023.

After their previous provider told them they were out of options, they decided to pick up the phone and call SHIPrq, a company well known for its ability think outside the box and come up with creative and effective solutions during times of panic and operational crisis.

Within 3 days a plan was drawn up from start to finish and a proposal was submitted. The company was hesitant about how SHIPrq was going to meet such intense challenges in such a short amount of time. Like many large users of Enterprise shipping software, they had been burned before from the all-too-common “overpromise and underdeliver” sales strategy that lower-level providers tend to follow.

Regardless of the trepidations and doubt coming from management, they had little choice but to press forward.

Like with many “save the day” type projects, SHIPrq routinely made exceptional accommodations to make the mission a success. These included working long hours—sometimes in the middle of the night, during the weekend, or even on Holidays.

Being that the Pharmaceutical company was international, SHIPrq flew a Senior Level Engineer oversees to their European Distribution Center and dedicated an entire week of his time to the mission critical launch. This ensured it went smoothly and any hiccups were immediately addressed.

In the end, not only did SHIPrq meet their commitments, they exceeded them much to the delight of senior management and all involved.

A representative from the organization was quoted explaining how satisfied she was with the project and end result:

“I wanted to take a moment to express my sincere gratitude for the team’s outstanding performance during this project. All the hard work, late nights, early mornings and dedication has made a significant impact on this project’s success.

Your contributions were significant in the success of this project, and we sincerely would like to thank you for this.”

Following these kind and thankful words, SHIPrq was told they had been nominated and selected for an award which highlighted the most successful project at that time.


Thanks to the “can do” attitude of SHIPrq, the medical company announced they will certainly be working more together in the future.


“This project is one of its kind where the team members from all extended teams showed the utmost commitment and dedication to ensure we were able to continue business operations without disruption!”

This has been a GREAT start. We’re looking forward to our continued partnership with Operations Support!”



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SHIPrq



CASE STUDY