



beyond  
limits

# GO! Healthcare



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# GO! Healthcare

Rising costs, an increasing shortage of trained staff, extreme pressure on doctors and nursing staff, high administrative workload – the healthcare industry is under considerable pressure. That is why it is all the more important to have reliable partners that you are happy to entrust with responsibility. And that dovetail with your own processes. GO! enables you to increase your efficiency. Take the pressure off staff – and make savings. Not ones that suffocate you. But ones that give you more time. To concentrate on your core skills and on patients.

GO! has many decades of logistics experience in the healthcare industry. Expertise that makes our concepts and solutions so multilayered and viable. And provides you with what really counts: the highest possible delivery reliability. Guaranteed by a wide range of compatible, interlinkable

services – from warehousing to 24/7 emergency services. Of course, tailored to meet your requirements exactly. And in the areas, in which you need the burden to be eased quickly yet thoroughly.

**GO! is synonymous with special pharmaceutical, medical technology, laboratory and clinic solutions.**

## What we offer

- just-in-time deliveries
- on-demand deliveries
- direct deliveries with very short delivery times
- deliveries to place of use
- warehousing in accordance with regulatory requirements
- transport of passively temperature-controlled containers

## Value added services

- ward and operating theatre supply
- mobile module supply
- cabinet and shelf services
- logistics solutions for drugs, sterilised equipment and laboratories
- replacement/return services
- personal handover
- identity check
- PO Box emptying and in-house postal services



#### Your benefits

- reduced use of resources and storage space
- Your staff are relieved of non-healthcare duties.
- A seamless supply chain is ensured.
- GDP certificate of conformity and quality management in accordance with DIN EN ISO 9001:2015
- joint planning, drafting and implementation of logistics concepts
- on-site advice provided by dedicated contact persons
- long-standing healthcare expertise
- short transit times and on-time deliveries by agreed deadlines
- fast response times, pick-up flexibility



# GO! Pharma logistics

You require drugs or medical hygiene products – e.g. antibiotics, infusions, disinfectant solutions, ointments, dressing /bandaging materials – for a laboratory, research facility, a medical practice, a pharmacy or a hospital. Usually at very short notice. You also require delivery reliability – irrespective of time frame. But you regard that as more than just mere adherence to deadlines. For example, delivery in compliance with the highest quality standards and verified adherence to GDP guidelines.

In short, you think along the same lines as we do. That's because GO! does not regard transporting pharmaceutical products as something a responsible logistics service provider just does casually. In fact it is a challenging task. Coupled with stringent legal requirements and qualitative prerequisites.

GO! guarantees you all-round safety and security along the entire supply chain by meeting a whole series of quality standards: we use specially trained staff only. We fulfil all regulatory requirements in accordance with EU Good Distribution Practice. To that end, we have firmly entrenched all relevant GDP procedures and processes throughout the GO! system and integrated these in the GO! quality management system. Added to that are our own stringently audited high standards – and frictionless incorporation in your operational procedures.

In other words: you don't have to trust us for no reason. Facts and expertise are good reasons for choosing us.





### Specific services

Pharma logistics represents a diverse field of activity. That is why we match our services exactly to your requirements. And create a logistics solution jointly with you that meets your needs entirely. You, of course, determine which issues are of key importance, e.g. personal handover directly in the hospital or a custom-drafted contingency plan for urgently required drugs.

#### Services / expertise

- quality management in accordance with DIN EN ISO 9001:2015
- adaptation of infrastructural requirements
- GDP-trained couriers and staff
- professional, safe handling of cytostatic drugs and SpillKits
- regular auditing
- advice on packaging solutions and data loggers / temperature documentation

#### Your benefits

- compliance with all relevant GDP guidelines
- highest quality and safety standards
- very late pick-up times, early delivery (even before 8 a.m.)
- Same Day service
- clear identifiability and continuous shipment tracking
- dedicated contact person in the Customer Support team
- emergency service around the clock (24/7)
- proactive shipment monitoring in the event of delivery and pick-up problems
- specific value added services
- careful, professional handling in accordance with customer specifications
- extremely low loss rate

We are happy to advise you on suitable packaging solutions for temperature-controlled transportation.  
To discuss this, please just get in touch.





# GO! Med-tech

Can you name a healthcare segment that is particularly exposed to the pressures of the medical sector, yet which operates in the background? High quality standards, zero-error tolerance, enormous cost pressure – these are the determining factors.

However: you can meet these requirements to some extent, at least in terms of logistics. Fast, pinpoint deliveries and safe/secure handling along your supply chain covering all requested products, ranging from medical instruments via pace-makers and artificial limbs through to lab diagnostics. As a thoroughly experienced service provider in the medical technology sector, we regard this as a matter of course.

In fact, we know how to provide a wide range of value added services too. That of course includes matching GO! services to your specific needs. A key aspect of this is our integration in your operational procedures.

By partnering with us, you have a whole spectrum of viable options at your disposal. Because we have worked with numerous companies in the medical technology sector for many years. Because we adapt entirely to your specific requirements. And because we have trained staff and conduct regular quality audits. Or put in a nutshell: simply because we can. That's a promise.

## Services/expertise

- 24/7 high-availability logistics with emergency warehouses
- seamless integration into a range of very different operational procedures
- the highest quality and safety standards with the lowest loss ratios
- specific value added services like returns management, a replacement service or disposal of packaging





#### Your benefits

- specifically agreed pick-up and delivery deadlines, short lead times, on-time deliveries
- fast response times
- extra-late pick-up until 10 p.m., specific early-delivery solutions on request and subject to availability
- direct delivery to the place of use, to the ward, the preoperation waiting area, etc.
- effective support provided to patients through the use of services specifically adapted to practice, hospital and home care procedures
- reduced administrative workloads and operating costs
- lower inventory costs through the use of replacement service and returns management:
- faster turnaround times for reusable products, transport containers and medical equipment

Urgently required technology, requested surgical instruments, custom nutritional solutions. Items that have one thing in common – when they're missing, supplying them has to happen all the more rapidly. Otherwise clearly structured procedures get muddled up. And if the worst comes to the worst, the well-being of patients is even put at risk.

Your best form of prevention: eliminating bottlenecks as far as possible, keeping unavoidable downtimes, e.g. caused by technical defects, as short as possible. GO! helps you ensure fastest possible delivery – direct to the place of use, be it a particular ward or pre-op waiting area. That's because we are at your disposal around the clock, even for ad-hoc requirements and no notice required.

# 24/7 emergency services

Above all, we combine speed with accuracy for your benefit. Our services are based on high quality standards. And that of course includes regular training of GO! staff.

You can contact us regarding any issues related to your requisite needs, be it about ensuring basic supplies or in acute emergencies. GO! has the necessary tools to hand, e.g. 24/7 emergency services with high-availability warehouses.

GO! therefore enables you to plan really effectively. Even if not everything can be planned in advance. And emergencies don't adhere to any schedules.

### Services/expertise

- technical service
- nationwide emergency supply with shortest delivery times to any location, including returns service as well
- comprehensive network of emergency warehouses, warehousing featuring 24/7 service and highest quality standards
- proactive delivery notification, delivery information with optional acknowledgement of receipt
- fixed and on-demand deliveries directly to the place of use, 24/7, even at weekends and on public holidays
- professional handling from pick-up to handover, including taking your specific guidelines into consideration
- prompt, complete return transportation of materials not required with early delivery the next day
- drafting of contingency plans

### Your benefits

- avoidance of bottlenecks
- general assurance of patient care
- high safety standards, GDP-compliant transport, low loss ratio
- effective support provided to clinic staff through delivery direct to the place of use
- compliance with all regulations as a result of consistent ISO and GDP compliance
- shorter downtimes: round-the-clock service, even for ad-hoc requirements

# Medical workflow support

Manufacturers – hospitals – laboratories – medical practices – technical staff – patients: The supply chain, which ultimately lead to the patient, can consist of a range of very different components. And it helps ensure patient well-being best when all the logistics processes of those involved on the medical and technical sides dovetail seamlessly. Held together by a factor that keeps an eye on everything and to which you can safely entrust your entire logistics process: GO! Medical workflow support

It ensures that all tools and technical equipment reach patients as you require – safely, quickly and undamaged. This is what GO! Medical workflow support, which includes timing and service offerings matched exactly to your needs, exchange or return services as well as reliable fixed deliveries, guarantees.

The key to that is our extensive operational procedures expertise. We dovetail with processes of widely varying complexity. And acting as a link, e.g. between laboratories and medical practices or manufacturers and hospitals, we ensure that deliveries are completed in a responsible, professional manner. The benefit for you as part of or as the main party responsible within the supply chain: less administrative workloads as well as reduced operating and inventory costs. Plus the fact that all patients praise your service.







#### Services/expertise

- pick-up in hospitals, medical practices, laboratories etc.
- direct acceptance of pick-up orders by your customers using GO! online order via IT connection of your systems
- overnight delivery directly to the place of use, also in the home care area with proof
- scheduled and service options for extra-late or night-time pick-up times, early deliveries at 8 a.m. and 9 a.m.
- seamless integration into a range of very different operational procedures

#### Your benefits

- effective support provided to patients through the use of services specifically adapted to practice, hospital and home care procedures
- reduction of your administrative as well as operating costs through logistical organisation
- reduction of your inventory management costs through our replacement and returns management services: shorter cycle times for reusable products, transport containers and medical devices



The healthcare industry is undergoing radical change. This means that clinics, their structures and what they require of external service providers, e.g. logistics specialists, are also undergoing change. Based on our healthcare expertise and experience, which we have accumulated over the course of decades, we are also able to provide you with consultancy support. We highlight the prospects and profitability of forward-thinking logistics concepts. And advise you in depth on all feasibility issues.

# GO! Clinic logistics

## Your benefits

- creation of logistics concepts that factor in your current and future requirements, incl. identification of potential savings, outsourcing and centralisation/pooling
- handling of sections of the supply chain, like warehousing, first and last mile, for example within the clinic complex, laboratory and R&D logistics
- handling of logistics-related tasks like shelf services, returns services, personal handover and identity checking
- fulfilment of and compliance with the necessary regulatory requirements, like GDP and relevant legal regulations, incl. training our couriers accordingly





An activity in which the sole deployment of highly trained and at the same time responsible couriers pays particular dividends. For you that means: one can almost completely rule out a risk of loss or damage. Or put another way: you have the certainty that all shipments will arrive as you require them to – packaged in a product-compatible way and delivered directly, to the precisely defined consignee only, of course.

# GO! Lab service

## Your benefits

- many years of sample shipping experience
- highly reliable service for unrepeatable samples etc.
- pick-up service: national and international pick-ups with shipment to a central laboratory
- reduced risk of loss where in-house transportation is involved (pick-up/delivery free to the place of use, in hospitals that means, for example, direct to the laboratory and not to the incoming goods section)
- jobs completed using the fastest possible method (pick-up straight after removal/delivery just before use)
- Temperature control is also available using appropriate packaging solutions.
- transportation of UN 3373 Category B diagnostic samples in compliance with P650, if required we can provide the necessary packaging materials
- dangerous goods- / ADR-trained staff to assist you with declaration, packaging and labelling issues

We do not transport infectious materials as defined in the ADR.

# Case studies

## Seamlessly integrated into operating procedure

**Nothing in healthcare logistics requires more expertise than delivering urgently requested, sometimes vitally important products by a fixed deadline – any place, any time. That only works when the logistics function is perfectly integrated in customer processes, when concepts are a perfect fit and solutions are feasible. And last but not least: both business partners know how a good working relationship functions.**



Medical technology



Europe-wide



Just-in-time



> 600 shipments / month

An example: A GO! customer that manufactures orthopaedic and surgical implants and instruments as well as medical equipment. The brief is to supply hospitals throughout the EU with products from the portfolio of this medical technology market leader. Absolute reliability is essential, of course, especially where patient-specific-managed shipments for scheduled operations are involved: patients are readied in the operating theatre. If the actual plan is not adhered to, then this has serious consequences for the entire procedure.

The challenge is therefore correspondingly massive. Particularly as more than 600 shipments are handled per month. These are handled as required using Express and Worldwide services and as direct deliveries. Both GO! and the manufacturer play a major role in making this challenging logistics project work: it prepacks the medical boxes individually and kits them out with their own labels. The internal order and set numbers of the relevant instruments give all shipments a unique identity and therefore make them clearly distinguishable and assignable. The boxes are available to be picked up from various GO! locations throughout Germany. The GO! couriers responsible meticulously match quantities and set numbers, in order to preclude any delays as early as possible. Delivery is completed on time. And with the aid of the labelling, directly to the hospital ward stated.

# Highly flexible delivery of medically recommended foods

**Maximum possible flexibility is one of the basic requirements that must be met in the courier and express shipping business. How flexible the specific service provider really is can be demonstrated, for example, by how they handle high shipment volumes, combined with very different delivery times and places as well as additional services. Or to put it in a nutshell: the degree of flexibility that GO! exhibits on behalf of a producer of medical nutrition.**



Enteral nutrition



German-speaking countries



Highly flexible delivery times



200,000 shipments/year

The GO! customer, both a long-established company and pioneer of so-called enteral nutrition, i.e. tube-feed nutrition, delivers the relevant shipments itself to the GO! central HUB. GO! takes over from here and distributes these essential contents to places of use in Germany, Austria and Switzerland.

Volume amounts to 200,000 shipments a year. Deliveries are generally made Mondays to Fridays between 8 a.m. and 5 p.m.

The delivery period can be narrowed down to mornings, afternoons or even Saturdays, if the customer requests this or if necessary. Types of consignee also vary considerably: they include hospital wards, care facilities and private addresses where people are being cared for at home. Furthermore, GO! also handles logistics-related tasks like shelf services.

The third aspect that demonstrates this typical level of flexibility includes other numerous add-on services, including notification by phone before the courier arrives, removal and disposal of outer packaging, packaging of the goods on pick-up, signature release authorisation, returns and destruction of shipments.

Do you wish to speak directly with  
one of our experts?  
Do you require more information?

Our healthcare specialists are happy to answer any questions  
you may have.

0800/859 99 99

Free service connection to your personal contact

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