

# The model of excellence in global healthcare logistics.



World-class storage  
& distribution



Full order-to-cash  
service



Actionable data to  
drive business



Expert account  
management model

## 20+ Years

As the pioneer in the specialty logistics market, ICS has helped bring hundreds of specialty pharmaceutical products to market and served as an integral component in their growth.

**Visit:** [icsconnect.com](http://icsconnect.com)

 **ICS**  
AmerisourceBergen





# AmerisourceBergen

ICS

## Excellence in global healthcare logistics

**A strategic partner takes you further than a 3PL**

Partnering with pharmaceutical manufacturers since 1997, ICS delivers customized healthcare logistics solutions with unparalleled quality, efficiency, and supply chain reliability. Organic growth fuels our recognition as the industry leader in outsourced logistics and distribution services.

- 05** **Aligned with your business goals**  
Logistics solutions supporting pharmaceutical manufacturers regardless of size or stage in the commercialization journey.
- 07** **Details make the difference**  
Continuously elevating and delivering on partnerships in global healthcare logistics.
- 09** **National reach and capacity to support your growth**  
Scalable infrastructure to manage products across a variety of temperature, handling, and storage needs.
- 13** **Leverage the ICS Title Model benefits**  
Where speed-to-market meets reduced financial risk.
- 15** **Partnership when you need it most**  
Full order-to-cash services combined with valuable expertise and a scalable 3PL infrastructure.
- 17** **Always evolving to drive value**  
Thinking beyond distribution to deliver logistics solutions and scalable capabilities that drive value throughout the product life cycle.
- 19** **Creating healthier futures**  
Committing to solutions that improve health and well-being for our manufacturer partners, patients, associates, and communities.





# 100% dedicated

For more than two decades, ICS has partnered with pharmaceutical manufacturers to deliver customized healthcare logistics solutions that improve the quality and efficiency of their supply chains.









# Aligned with your business goals

**Expanded and integrated logistics solutions  
supporting pharmaceutical manufacturers regardless  
of size or stage in the commercialization journey.**

We go the extra mile to provide strategy and solutions tailored to your goals in order to increase supply chain efficiency, maximize return on your investments, and enhance patient care.

You benefit from strategic guidance and diligent execution by logistics experts and committed account managers, who share a holistic understanding of your commercialization goals.

## 25+

years of experience

---

## 200+

pharmaceutical programs  
supporting a variety  
of product lines and  
disease states

---

## ISO

9001:2015 certified







"ICS offers complete and quality logistical services that are performed by a rare group of highly trained, reliable, dedicated, and most of all, invested individuals."  
– ICS client

# Details make the difference

With a focus on innovation and growth with our partners, ICS is uniquely positioned to continuously elevate – and deliver on – the concept of partnership in global healthcare logistics.

## Here's what makes us different

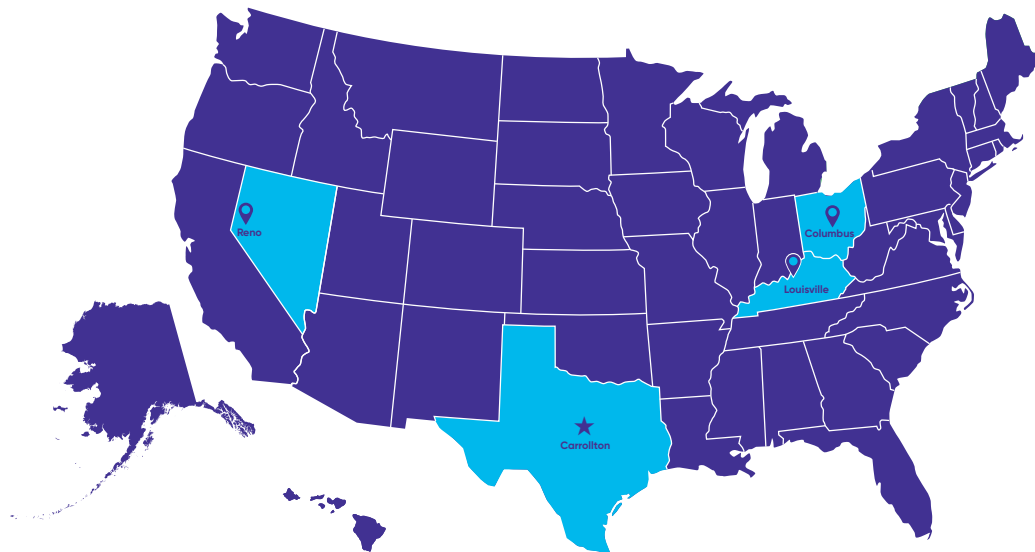
<b>Proven logistics performance</b>	Logistics experience and best practices combined with our patient-centric culture to ensure superior supply chain performance.
<b>Expert account management model</b>	Single point of access to strategic guidance, program design, enhanced 3PL, and performance analytics across your supply chain.
<b>AmerisourceBergen integrated solutions</b>	Access to integrated solutions throughout AmerisourceBergen that provide end-to-end support for each step of your product and patient journey.





# National reach and capacity to support your growth

Distribution center infrastructure designed to accommodate products across a variety of temperature, handling, and storage needs. With 1,100,000 square feet of managed warehouse space across three strategic locations, ICS has a solution for your product's unique storage needs.



## Columbus, OH

- Designated Foreign Trade Zone (FTZ) 3PL facility located in close proximity to national distribution centers for leading wholesalers

## Louisville, KY

- 3PL facilities strategically located for Next Day Air shipment flexibility
- Located next to AB Specialty Distribution Center (ASD Healthcare, Besse Medical, TheraCom)

## Reno, NV

- West Coast 3PL facility offering service flexibility to western 13 states, business continuity, and ability to better optimize inventory across our network

## ★ Carrollton, TX

Expert account management support, complete customer service, and financial services are based in Carrollton. IT and Quality Assurance teams located throughout the ICS network with leadership based in Carrollton.





# Unparalleled distribution expertise and resources

Distribution is complex. Growth is critical. To have both, it requires a logistics partner dedicated to your success.

One with deep resources and expertise to improve supply chain performance, maximize the return on your investments and enhance the level of patient care you provide by getting your product to the right people at the right time.

## Value beyond distribution

ICS delivers logistics solutions that meet the needs of all types of manufacturers, streamlining logistics processes, and increasing speed-to-market. Customized storage and distribution services for specialty medications, cell and gene therapy products, branded and generic pharmaceuticals, biosimilars, and medical devices include:

- Relabeling, repackaging, and kitting
- Product Information (PI) exchange
- Returns processing and management
- Recall coordination
- Enhanced DSCSA and Serialization services
- Qualified pack-outs
- Enhanced reporting



### Storage

Controlled room temperature, refrigerated, frozen, ultra-low, and cryogenic storage, plus DEA cage and vault



### Scale

1,100,000 square feet of managed warehouse space across three strategic locations



### Accuracy

99.97 percent or greater inventory and distribution accuracy



### Security

CCTV, motion-activated sensors, and badge access throughout









# Leverage the ICS Title Model benefits

When speed-to-market, reducing risk, and expediting cash flow are mission critical, manufacturers embrace our Title Model. This unique distribution solution allows ICS to take title of the product and ship under our own licensing. ICS also handles the warehousing, distribution, and order-to-cash management.

## Shrink the critical time window between product development and product availability

As the manufacturer, you control the sales, while ICS handles the day-to-day aspects of distribution. This includes orchestrating freight and quality control measures, facilitating compliance and licensing requirements, managing cold chain and special product handling needs, and owning and supporting the accounts receivable relationships with downstream customers. The result? Streamlined speed-to-market.

### Title Model benefits

- ✓ Improves supply chain efficiency and inventory management
- ✓ Streamlines the number of customers managed
- ✓ Reduces financial risk and increases speed-to-market





# Partnership when you need it most

ICS shares your commitment to getting products into the hands of those who need it most. Full order-to-cash services, combined with valuable expertise and a scalable 3PL infrastructure, reduces your costs and saves time. You avoid investing in warehouse build-out and staff to manage these services on your own.

A single point of contact throughout your program ensures open dialogue and continuous accessibility. During product launches, only ICS follows such a rigorous and consultative process to work side-by-side with you in advancing your business. Take confidence in our ability to act as the face of your company to your customers and an extension of your supply chain.

## Account management as specialized as your product



### Single point of contact and business owner

- Conduit to the rest of the organization
- Strategic business partner and extension of your organization



### Consultative approach to your business

- Understanding of commercialization strategy and business goals
- Identification and alignment of in-house services to meet your needs
- Communication strategies for process and procedural changes or improvements



### Recurring touch-points and business reviews

- Weekly / monthly conference calls
- Business review meetings

## 90%

of calls answered within 20 seconds by customer service

## 99.9+%

SLA for inventory and distribution accuracy

## 99.5%

SLA for customer service order entry accuracy

## <5%

Telephone abandon rate in customer service





# Always evolving to drive value

**ICS is on the forefront of thinking beyond distribution to deliver logistics solutions and scalable capabilities that drive value throughout the product life cycle and across the current and emerging healthcare continuum.**

## Cell and gene therapies

---

These therapies create new possibilities for patients and deserve commercialization strategies that are just as pioneering. This new era of medicine demands a new era of customization — in which commercialization solutions are built around the breakthrough. We provide integrated logistics, including ultra-low and cryogenic storage, customer service, order-to-cash financial management, and different models for product distribution. All of which can work together to reduce financial risk and operational burden.

## Serialization

---

Our experience and knowledge has helped to shape a suite of scalable solutions designed to meet a variety of serialization needs. We integrate with all major L4 data providers on inbound receipt of serialized product and data, as well as offer the capability to scan, aggregate, and send EPCIS data to major wholesalers and trading partners. Our Enhanced Serialization Solutions layer aids in the ability to commission, print and aggregate on cartons and labels, providing an end-to-end solution for our manufacturer partners.

## Actionable analytics

---

Be simply smarter with us. ICS Analytics is a tailored sales and inventory analytics tool designed to provide you with the actionable intelligence you need to make the right decisions in real-time. Our DataMart web portal reporting tool allows our clients to receive integrated, online, and real-time reporting, encompassing all aspects of inventory, distribution, order, and financial management.

## Foreign Trade Zone (FTZ)

---

Our Columbus, OH distribution center is a certified FTZ location, offering manufacturers the opportunity to realize both cost and time savings. Duties are paid only when merchandise is admitted into U.S. commerce and no duties are paid on merchandise exported from the FTZ to another country. Our FTZ allows manufacturers to store products awaiting FDA approval in a duty-free environment. Upon FDA approval, products are released and shipped to the U.S. market, speeding up time-to-market which is vital to ensure that patients receive new life-saving treatments as soon as possible.







# Creating healthier futures

We create solutions that enrich the lives of those we serve — our manufacturer partners, patients, associates, and communities around the world. We are united in our responsibility to create healthier futures, and we value the partnerships we form along the way.

We are guided by, and committed to, a relentless pursuit of excellence and adhering to the highest quality standards. We take a strategic approach to continuous improvement and diligent execution. We invest in infrastructure, people, and processes.

Our unique account management model is driven by our partnership philosophy — we manage client relationships with ultimate flexibility and a solutions-oriented mindset to ensure operational excellence. Through our consultative approach, we tailor your logistics strategy to your business goals and patients' needs.

With our expertise and the global capabilities of AmerisourceBergen, we make a positive impact by creating unparalleled access, efficiency, and reliability to move health forward.

## 100%

committed to your success

---

## 3B+

transactions managed  
annually and growing

---

## 3PL

and more



**AmerisourceBergen**  
ICS