



PHARMACEUTICAL + LIFE SCIENCES

Power Your Supply Chain with
a Modern Technology Platform

ABOUT SOFTEON

Softeon is a warehouse management system (WMS) provider focused exclusively on optimizing warehouse and fulfillment operations. For over two decades now, we have been helping our customers succeed. Investing in R&D enables us to develop software to solve the most complex warehouse challenges. Softeon is laser-focused on customer results, with a 100% track record of deployment success. We believe warehouse leaders shouldn't have to settle for a one size fits all approach to technology.



Trusted by Customers

Companies in nearly every industry use Softeon WMS for their critical warehouse operations.



Industry Recognition

Softeon recognized in the 2023 Gartner® Magic Quadrant™ for Warehouse Management Systems

Gartner, Magic Quadrant for Warehouse Management Systems, 8 May 2023. Gartner and Magic Quadrant are registered trademarks of Gartner, Inc. and/or its affiliates in the U.S. and internationally and are used herein with permission. All rights reserved. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

INDUSTRY CHALLENGES

Pharmaceutical and life science organizations face limitations of ERP-centric and heavily customized or legacy supply chain systems. These limitations often lead to inefficiencies, such as reduced agility and hindered ability to respond to market changes or regulatory requirements. Consequently, these factors impact operational effectiveness and competitive edge in the fast-paced and highly regulated healthcare industry.

Systems often work in silos – order management, inventory, pharmaceutical dispensation and shipping systems. The siloed nature of these systems can lead to inefficiencies, such as redundant data entry, increased risk of errors, and a lack of holistic insight into the supply chain

Digital transformation is key to making supply chains efficient and adaptable but it is often out of reach.

TRENDS

New Ways of Working

Today's pharmaceutical companies share similarities with standard third-party logistics (3PLs) in terms of distribution. They both have their own distribution centers (DCs) combined with outsourcing operations to 3PLs. The companies employ a hybrid approach of both ownership and outsourcing. In these situations, business process orchestration can be complex for each entity, division, or business unit.

There is a need for modern configuration wizards and tools for rapid on boarding from the simple to the most complex operations. Softeon delivers this capability out of a single, high performance, cloud-based platform on the national and international landscape.

Speed and Agility

The pharmaceutical distribution sector is undergoing rapid changes. Acquisitions, co-development, new distribution channels, tailored medicines/biologics drive the need for better distribution. Large pharmaceutical companies are increasingly outsourcing their logistics needs to 3PLs. This allows for the quicker distribution of new products. Softeon is an agile company that can provide the right solution.

Serialization Requirements and DSCSA

Companies are rapidly migrating from legacy WMS platforms that can not support the updated and complex requirements of the Drug Supply Chain Security Act (DSCSA), Falsified Medicines Directive (FMD), and other regional requirements. Softeon has successful experience running high volume, complex operations, that fully comply with all the new or upcoming compliance/enforcement mandates.

SOFTEON'S SOLUTION

If your strategy is to create a business process advantage or build a customer centric supply chain, the Softeon platform enables you to achieve your goals in record time - whether you are a pharmaceutical/medical devices manufacturer, pharmacy benefits manager, distributor, or 3PL.

Our modular solutions and powerful component-based architecture are engineered for superior speed and world-class performance. Softeon's advanced supply chain platform simplifies deployment, making it easy, fast, and cost-effective. This is achieved through robust, validated API libraries, components, and services, coupled with enterprise master data management (MDM) services that handle National Drug Code (NDC), national drug databases, and DSCSA regulatory compliance.



LIMITLESS
DELIVERED

SOFTTEON'S AGILE PLATFORM IS ENGINEERED FOR SUPERIOR SPEED AND HIGH PERFORMANCE.



ORDER MANAGEMENT

Softeon's order management capabilities provide complete control of each stage of the order process including order entry and fulfillment, pricing and promotion, credit processing and invoicing. The system easily handles high-volume transaction requirements for pharmaceutical distribution logistics for both B2B and direct to consumer environments.

Softeon's platform supports an integration layer for product master data hosted on systems, such as First Data Bank (FDB), National Drug File, Medication Image Library (MIL) databases etc. thru industry standard protocols - JSON/XML/Web Services/ RPCs/HL 7 and more. The software handles other features, such as back order management, product code to NDC mapping, product substitution, EDIs (Purchase Orders, ASNs), recalls and transfer orchestration.

Softeon Distributed Order Management (DOM) is an intelligent hub that orchestrates orders between vendors, suppliers and customers at a high-level and evaluates fulfillment options to determine an optimal fulfillment strategy. DOM and its constituent OMS layer form one of the industry's most powerful omni-channel fulfillment platforms. DOM handles different fulfillment channels such as home delivery, B2B, retail pharmacies, and medical centers.

DOM orchestrates various order types – home delivery, specialty drugs, refrigerated, hazardous, etc. DOM supports powerful sourcing functions based on a configurable rules/workflow engine - order splits, cage and State-specific rules, carrier determination and more. Sourcing rules also addresses work-load balancing in each distribution node to determine the best possible node from where the Rx/Drugs can be shipped from. Transportation related rules drive customer SLA objectives. Examples include overnight shipment, transit time, transportation override considerations, etc. DOM works in conjunction with inventory planning seamlessly to maintain optimum inventory levels across the entire network.

WAREHOUSE MANAGEMENT

Warehouse Management System - WMS

Softeon WMS is a functionally rich, highly flexible, and easy-to-use system to manage DC operations at higher levels of efficiency and productivity.

Our warehouse configuration wizard accelerates set-up while our rules based solution enables dynamic adoption of process or requirement changes without modifying any code.

Slotting Management



Slotting management identifies optimal product placement to minimize picking and putaway travel distances, reduce replenishments, balance workload across zones, and optimize warehouse productivity.

Softeon WMS brings the power of slotting used in the retail world to pharma. The system utilizes volumetric data, storage location layouts, and product placement locations for consumables and drugs in tablet and capsule automation (TCA) zones, unit of use automation zones (UOA), and medical devices zones, among others.

Assembly + Kitting



Softeon WMS stands out in the industry with its cutting-edge assembly and kitting capabilities, offering advanced tools for materials requirement planning. These features streamline the integration between distribution and manufacturing processes. Other value added services are supported like re-packaging, labelling, serialization services etc. For 3PLs handling pharma logistics, the Softeon platform comes with a powerful billing engine for costing and billing of kitting and value added services.

Resource Management



Labor and resource management features allow managers to plan labor resource requirements. The solution includes a powerful “what if” analysis tool to determine the effectiveness of making changes using actual operating data at any point in time.

Tools for optimizing labor and equipment resources enable you to properly plan warehouse resources. A task-based module tracks and manages each warehouse activity to optimize labor resources. Task assignment ensures the right person has the right equipment to get the job done in the best way.

Real-Time Warehouse Visibility



The powerful graphical tools and user-defined queries enable you to view and manage inventory in real-time, as well as optimize resources and increase productivity.

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AUTOMATION

Softeon Enterprise Integration Workbench

Softeon Enterprise Integration Workbench is a native toolset to the Softeon platform which provides a repository of services for integration to host external systems and automation. Softeon smoothly manages integration with tablet/capsule and unit of use automation, dispensation robots, and various material handling equipment. This equipment includes conveyors, automated storage and retrieval systems (ASRS), putwalls, autonomous mobile robots (AMRs), and "smart carts." These are utilized for tasks such as receiving, mass putaway into storage, or dispensing locations, facilitated by lights and voice technologies. The Softeon platform delivers high speed fulfillment handling hundreds of thousands of orders per day in a multi-DC/multi-node environment. Softeon's SOA-based platform allows the WMS and warehouse execution system (WES) to share components to extend each solution. Companies have the option to begin with a WMS deployment, and then add the WES in a second phase for a new round of benefits.



“Leidos is excited to introduce Softeon’s Warehouse Management and Order Management systems as part of our overall offering to the United States Department of Veterans Affairs (VA) for their Consolidated Mail Outpatient Pharmacy (CMOP) center at Leavenworth, Kansas. Softeon WMS and OMS will power the Automated Pharmacy Fulfillment System (APFS) platform being implemented. The Softeon team brings an outstanding product set, as well as a depth of knowledge in the pharmaceutical warehousing and dispensing vertical that has proven to be invaluable in our efforts to bring our customers state-of-the-art solutions and services.”

- Paul DeSantis, Jr., Engineering Manager
- Pharmacy Solutions, Leidos



INVENTORY

Inventory Planning and Optimization

Inventory planning and optimization in Softeon address Rx fulfillment efficiencies by maintaining the right inventory in the DC at various storage locations and dispensing zones. Target inventory days of supply (DOS) is maintained in the various zones and monitored in real-time to drive upstream planning/procurement decisions.

Supports comprehensive inventory planning feature set and computes procurement quantity by considering the established order point/order quantity (OP/OQ) points on various dispensing zones on the floor on a real-time basis and aggregates demand, reviews back order positions and Product/NDC Databases on host systems, NDC substitution rules etc. to trigger purchasing actions.

Inventory management supports accurate valuation reports based on standard pharma practices such as FIFO based tiered costing and valuation at NDC/PO/Lot levels for inventory received, dispensed, returned, damaged and shipped.

Inventory control feature sets supports powerful drug recall processes/workflows. The system initiates the NDC recall process and places all orders for that NDC in "Hold" status to prevent forwarding, replenishment, and fulfillment by the WMS and the automation/dispensing systems. Cancellation messages trigger termination of unprocessed and dispensed orders, while the WMS halts the shipping process in real-time on the floor.

PLATFORM

Softeon solutions can be deployed as a public or private cloud, on-premise or hybrid model.

The Softeon platform is not just web-enabled, but was built web-native from the start. Modules are designed from the ground up, using a full open Java platform which is Operating System and Database independent. The applications are deployable on-premise or on cloud.

API Gateway Services Authorization Framework

A secure API Gateway services layer is used in public facing modules such as Softeon Order entry portal used in eSampling, eMarket places, external systems, EDI and ecommerce exchanges etc. Same is true for the Softeon services repository exposed by DOM/WMS and for pharmacy automation integration.

Softeon's Information Security Management System (ISMS) is the policy framework, formulated and governed for securitizing this platform and the organization, to handle various Healthcare, Pharmaceutical regulatory and FDA compliances.

Securitization of services and data is possible through several industry standard protocols and processes, such as JSON Web Token/OAUTH, tls, SAML, SSO, OKTA as well as other industry standard protocols. Data at rest and motion encryption and support for regulatory compliances and consumer data privacy are supported.

E-SAMPLING

E-Sampling is a business model being adopted by pharma for health care practitioners (HCPs) to order samples. Softeon's order entry portal is configured specially for eSampling programs which can be deployed quickly. The eSampling portal augments the traditional model of medical representatives handling the product introduction, promotion, sampling and delivery.

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Softeon has developed an Information Security Management System (ISMS) as the governing policy framework aimed at securing both the platform and the organization, ensuring compliance with healthcare, pharmaceutical regulations, and FDA standards.

Securitization of services and data is possible through several industry standard protocols and processes, such as JSON Web Token/OAUTH, tls, SAML, SSO, OKTA as well as other industry standard protocols. Data at rest and motion encryption and support for regulatory compliances and consumer data privacy are supported.



“The Virtual Forge is proud to partner with Softeon Supply Chain Solutions to provide innovative eSampling solutions. We applied Softeon's Warehouse Management and Order Management systems to our eSampling offering for one of the world's largest medical device companies, and couldn't be happier with the results. The security, scalability and implementation speed of the Softeon system was impressive, and the project teams were true partners that configured the solution precisely to our requirements.”

- Matt Sanson, President,
The Virtual Forge N.A.



COMPLIANCE

The Softeon platform supports regulatory compliances for software systems used in Pharma/Life Sciences.

Compliance Framework

SOC1/SSAE18/Type 2



SOC2/ Type 2

HITRUST v9.6



GDPR



CCPA

21 CFR Part 11, HIPAA, Controlled Substances, Cold Chain, DSCSA



Applicability

Control environment, Physical and environment security, System uptime and maintenance, Information security, Data communications, SDLC

Security governance, Infosec policies, Confidentiality, Availability, Security aspects of policy framework, BCP, Incidence Response policies, etc.

The HITRUST CSF (Common Security Framework), meets the requirements of multiple regulations and standards. The framework provides a way to comply with nationally and internationally accepted security and privacy related regulations, standards, and frameworks, including ISO 27000 series, NIST, PCI, HIPAA, COBIT and more.

GDPR Validated

California Consumer Privacy Act

Various Pharma/ Life Sciences Compliances

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