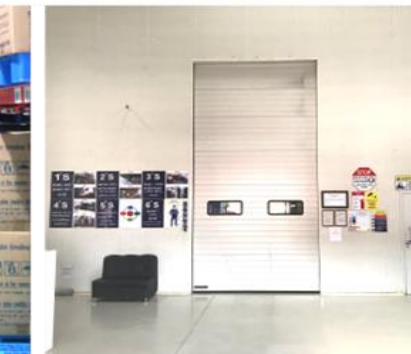


Customize. Deliver. Delight.





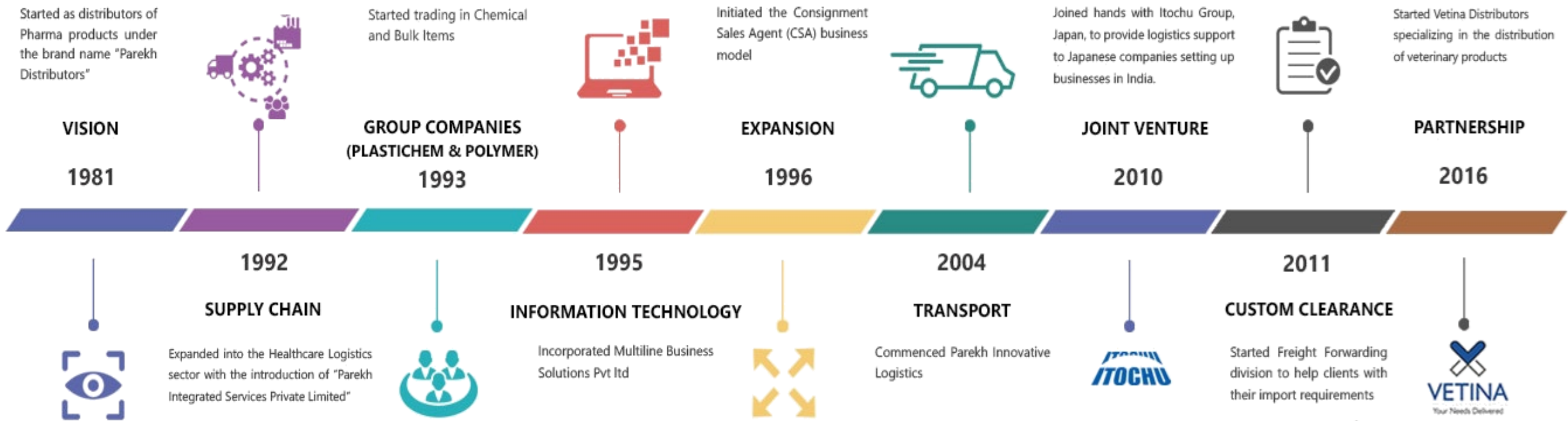
PISPL – Lifesciences Profile

Diagnostics | Surgical Equipment | Pharma

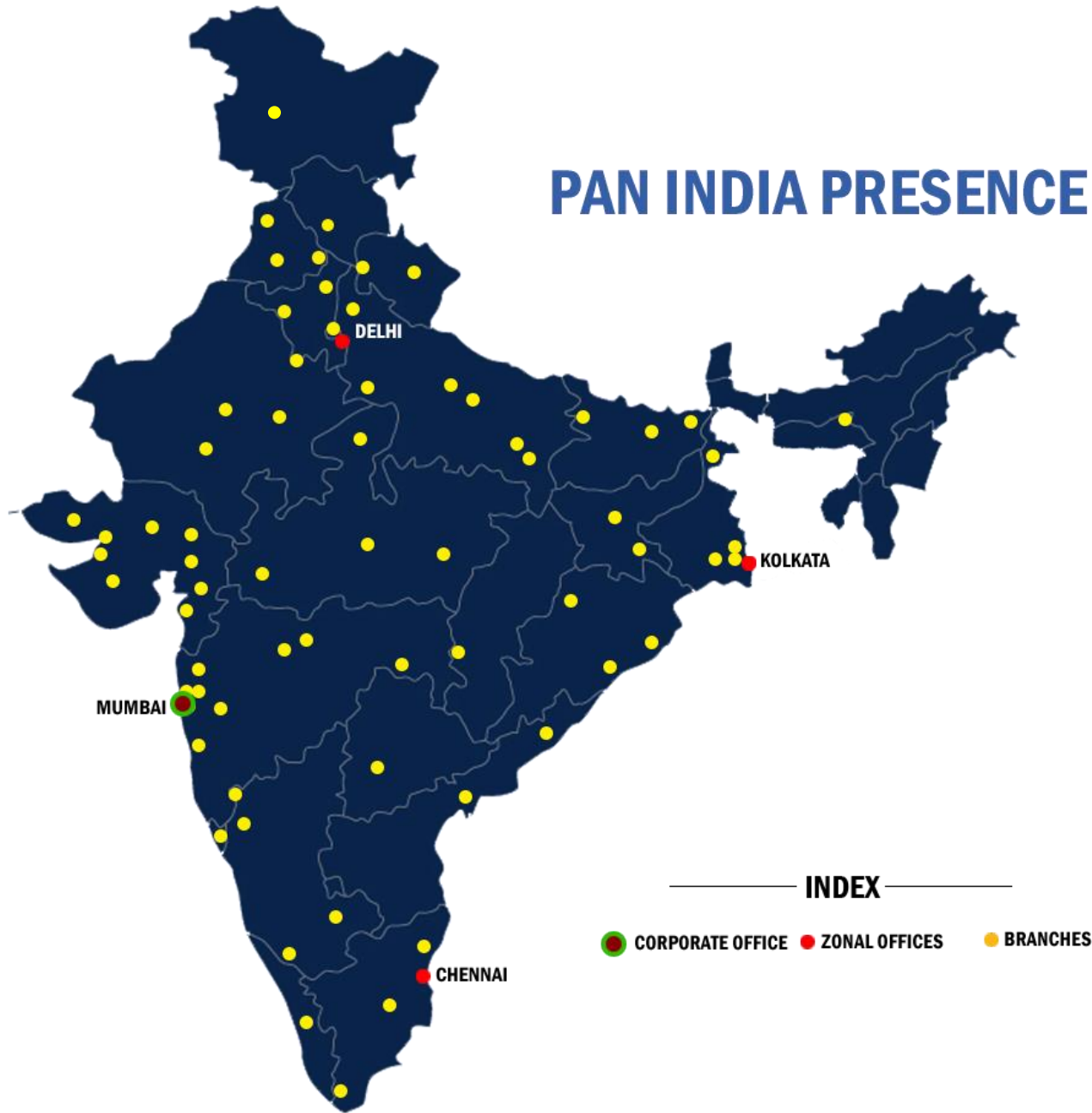
PISPL At a Glance



- ◆ One of the Leading Logistics Solution Providers in India established in 1981
- ◆ Customers – 90+; Distribution Centers – 300+; Team Members – 3000+
- ◆ Total Throughput Handled – \$2 Billion across sectors
 - ◆ Healthcare - ₹ 7300 Crores (\$ 973 Million) | Chemicals & Paints - ₹ 5300 Crores (\$ 707 Million) | Agriculture - ₹ 2900 (\$ 387 Million)



PAN INDIA PRESENCE



No. of Customers	90+
No. of Cities	60+
No. Distribution Centres	300+
Total Area (Sq. Mtr)	210,000+



List of Cities (Healthcare locations in 'bold')

<i>Agra</i>	Ghaziabad	<i>Begusarai</i>	Kolkata	Ahmedaba	<i>Limbadia</i>	Bangalore	Hubli
Allahabad	Jaipur	Bhubaneshwa	Patna	<i>Akola</i>	Mumbai	Chennai	Tirunelveli
Chandigarh	Jalandhar	Cuttack	<i>Purnia</i>	Aurangabad	Bhiwandi	Cochin	Trichy
Dharuhera	Jodhpur	<i>Dhanbad</i>	Raipur	Baroda	Nagpur	Coimbatore	Vijayawada
Dehradun	<i>Kanpur</i>	Guwahati	<i>Sambalpur</i>	<i>Bhuj</i>	Pune	Hyderabad	
Delhi	Karnal	<i>Jamshedpur</i>	<i>Siliguri</i>	Goa	Rajkot		
Gurgaon	Lucknow	Ranchi		<i>Jamnagar</i>	Surat		
<i>Neemrana</i>	Ludhiana			<i>Kaddi</i>	<i>Udaipur</i>		
<i>Varanasi</i>	<i>Rudrapur</i>			Jabalpur	Indore		
<i>Parwanoo</i>	<i>Srinagar</i>			<i>Dharamtar</i>	Bhopal		
					<i>Chindwara</i>		



Service Geographies

- ◆ Total Pin codes Serviced by PISPL – 3705
- ◆ Total Cities Serviced by PISPL – 1000+ for Healthcare customers
- ◆ Neighboring Countries Serviced:

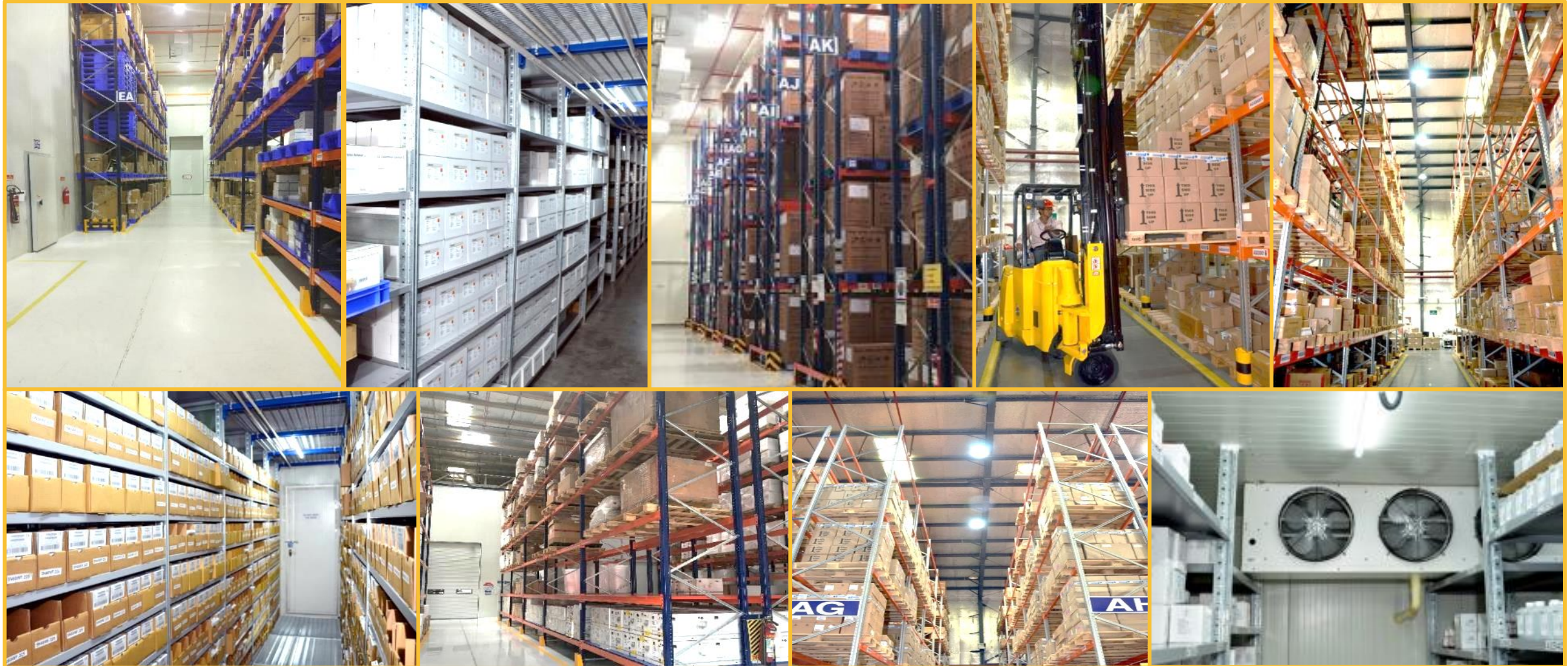
- ◆ Nepal
- ◆ Bangladesh
- ◆ Bhutan
- ◆ Maldives
- ◆ Sri Lanka

Customer by Type	Unique # Serviced
Dentists	135
Government Hospitals	753
Private Hospitals and Clinics	5043
Ophthalmologists	3946
Orthopedic	680
Stockiest	4186
Veterinary	481



Warehouse Pictures

Multi-User Facilities & Stand Alone Facilities



Industries Served

Healthcare



- ◆ **Medical Equipment – Diagnostics | Surgical Devices**
 - ◆ Cardiology
 - ◆ Eye Care
 - ◆ Eye Wear / Ophthalmology
 - ◆ Dental / Medical Implants
 - ◆ In-Vitro
 - ◆ Orthopedic
 - ◆ Surgical / Wound Management
- ◆ **Pharmaceuticals**
 - ◆ Dermatology
 - ◆ Human & Animal Vaccines
 - ◆ Pharma Formulation

Chemicals



- ◆ Adhesives
- ◆ Industrial Cleaning
- ◆ Specialty
- ◆ Petrochemicals

Agriculture



- ◆ Seeds
- ◆ Fertilizer
- ◆ Crop Protection

Paints & Coatings



- ◆ Industrial
- ◆ Decorative
- ◆ Architectural
- ◆ Automotive

FMCG



- ◆ Consumer durables
- ◆ Cleaning solutions



Range of Services Offered



Distribution Centers

- ◆ Stand Alone Facilities
- ◆ Multi-client Facilities
- ◆ Factory Logistics including Line Feeding



Operations

- ◆ Order processing including Stock Transfer Allocations
- ◆ Consignment (Library) Stock
- ◆ Sample, Scheme and Promo material
- ◆ Demo equipment and Spare part
- ◆ Service & Repair Centers
- ◆ Govt tenders and camps



Transportation

- ◆ Primary and Secondary Transport
- ◆ Last Mile Distribution
- ◆ Reverse Logistics
- ◆ Route / Capacity Optimization and Tracking Software



Freight Forwarding & Custom Clearance

- ◆ Pickup from source (Ex-works)
- ◆ Clearance of both Air & Sea Shipments
- ◆ Bonded Warehouse in Chennai & Bhiwandi
- ◆ Automated BOE filing on IceGate using customer ASN



Range of Services Offered



Information Technology

- ◆ Web-based ERP – Open Bravo
- ◆ Warehouse Management Systems (WMS)
- ◆ On Demand / Automated MIS Reports
- ◆ Integration with client ERP



Tech-Enabled Order Processing

- ◆ Online Web Portal for order processing
- ◆ Mobile App for sales team and customers
- ◆ E-commerce Payment Gateway



Inventory Management

- ◆ Demand Forecasting & Planning for import
- ◆ Inventory Optimization between branches
- ◆ Incineration of Goods and Certification



Cold Chain Infrastructure and Management

- ◆ Cold Chain Compliant warehouses
- ◆ Control Tower for live temperature & humidity monitoring
- ◆ Temperature Mapping & Validations
- ◆ Cold Chain Packaging Solutions
- ◆ Gel Replenishment at Satellite warehouses



Value Added Services

- ◆ Kitting / De-Kitting / Bundling
- ◆ Labeling / Stickers
- ◆ Strapping / Stretch Wrapping / Bubble Wrapping
- ◆ Sterilization



Range of Services Offered



Quality & Safety

- ◆ ISO 9001, ISO 13485, ISO 45001 and ISO 27001 certifications



AR Management

- ◆ Collection and banking
- ◆ Centralized cell for AR follow ups
- ◆ Balance confirmations and reconciliations



Statutory & Insurance

- ◆ Drug License
- ◆ Product, Asset & In-transit



Call Order Processing

- ◆ Centralized order processing
- ◆ Customer Care & Complaint Handling



Business Intelligence

- ◆ Network Design
- ◆ Warehouse Layout & Planning
- ◆ Automation Solutions
- ◆ IoT Applications



Joint Ventures and Partnerships



Itochu Parekh (IPISPL)

- Joint Venture with Itochu Corp. of Japan
- 3PL services for Electronics, FMCG, Automobiles
- Based in Gurgaon
- Servicing India

Vetina

- Focus on marketing, sales and distribution of animal care products
- Sole Distributor for Vetina
- Offering value added service to Veterinary Professionals in India



PISPL Camps – Focus on ‘Point Of Care’

Last Mile Patient Analysis to enable Doctors & Pharma Companies

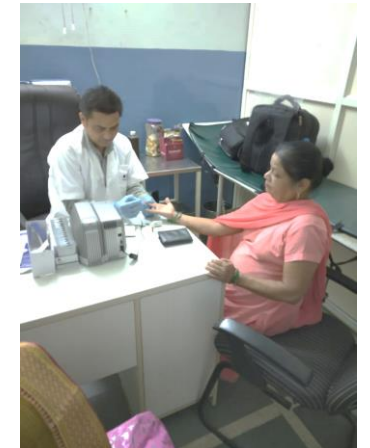
1000+ Camps across 40+ locations servicing 850+ pin codes

On the spot Test Analysis^ using Afinion 2 & Afinion AS100 (owned equipment)

Trained Healthcare Technicians from PISPL assist during camps

Current volumes 18,000+ tests per month

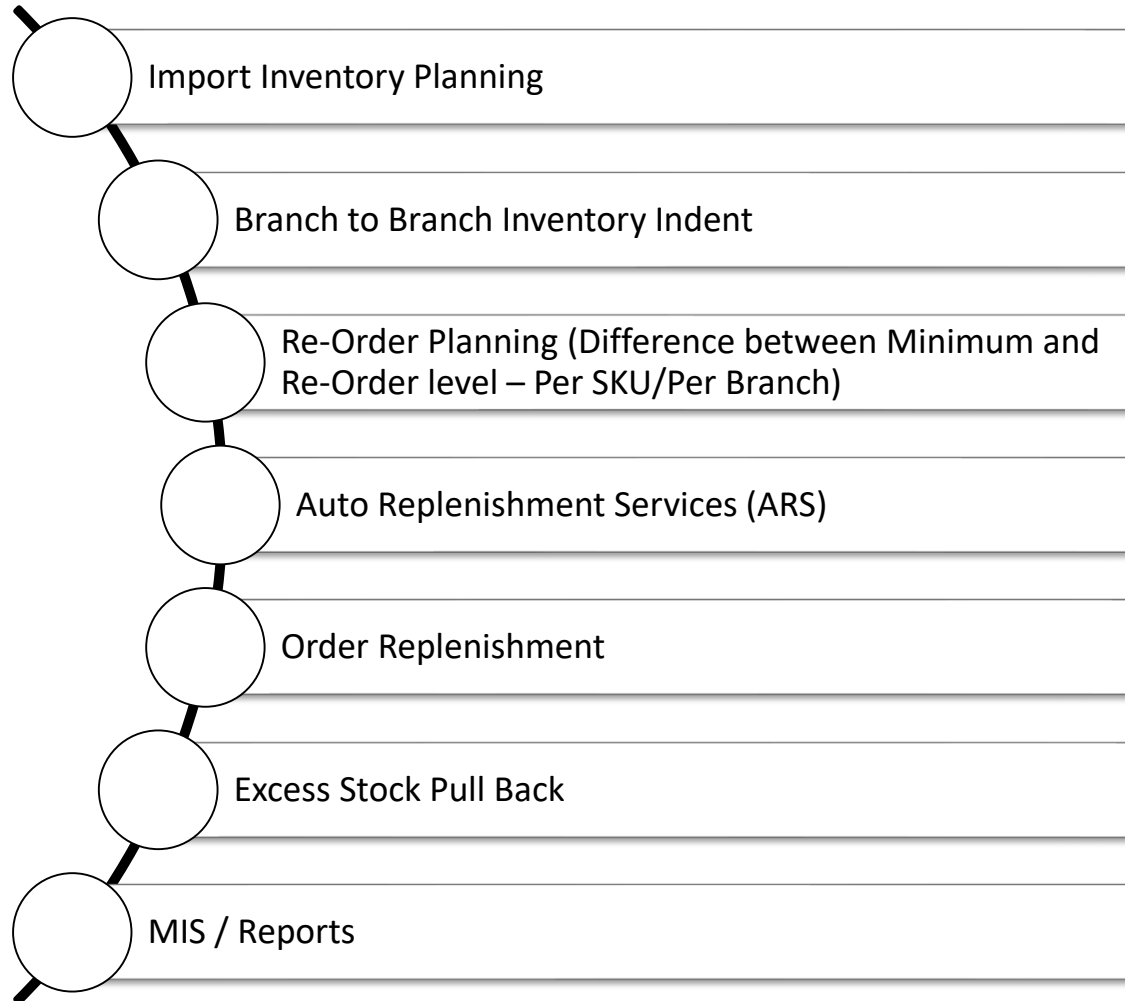
Scalable to 50,000+ tests per month in next 2 years



^ Test Analysis report is handed over to patients within 10 minutes



Inventory Management



Case Study

One of the world's leading Ophthalmic brands

- SKUs – 7000 (most number of SKUs)
- Locations – 16 pan India

Based on Forecast

- Group Level
- Branch & SKU Level (sales contribution)

Based on Past Sales

- SKU Level
- Branch Level



Order Management – Contact Centre

Inbound & Outbound

- Order & Non-order related calls
- Follow-up / Branch Co-ordination
- MRP Letter / Re-invoicing Request
- Email Response on any of the above points
- Customer Query Handling on orders
- Customer Reconciliation over phone
- Payment Follow-up for reconciled customers

Operations

- Advisors are Trained & Certified on Business & Soft Skills
- Integrated applications ensure seamless transactions
- Handling customer complaints and ensuring timely resolution
- Standardized & Consistently Positive Customer Experience
- Customized MIS & Analysis

Technology

- Cloud Telephony
- IVR, ACD & Progressive Dialing
- Mobility
- Analytics – CDR, Agents, Process
- Call Recording & Quality Monitoring



Average Volumes Handled per Month

Operating window (08:00 – 20:00)

Total Calls - 40,000

Total Emails - 20,000

Total Orders - 60,000

Average Order / Day – 2,500

Servicing Locations - 42

Locations - 5 (Mumbai / Delhi /
Ahmedabad / Kolkata / Chennai)



Temperature & Humidity Control



- ◆ **Centralized Live Monitoring** using Cobalt wireless monitoring devices provided by **OCEASOFT** – France’s leading wireless monitoring agency
- ◆ **Dedicated Cold Chain Teams** to manage the cold chain on a pan-India basis
- ◆ Managing cold chain products ranging from **+25 degrees C to -90 degrees C**
- ◆ Conform to **21 CFR Part 11 Compliance**
- ◆ **Email, SMS Text & Telephone (Voice) & Hooter Alerts** for Temperature Excursions & Connectivity Alarms
- ◆ Calibration of all equipment done on a **Yearly basis**



Temperature Controlled Facilities

150+

Warehouses Pan India
(Owned + Leased)

500,000 Sq. Ft.

Temperature Controlled Storage
($<25^{\circ}\text{C}$)

20+

Walk-In Cold Rooms

25,000 Sq. Ft.

Cold Rooms Pan-India
(approx. 700,000 litres)



Design, Installation, Operational & Performance Qualification

Cold Rooms commissioned only as per global norms, with all due documentation and processes



Cold Chain Capabilities

◆ In-Transit Cold Chain Monitoring and Maintenance

- ◆ **Delivery to 155 cities** within 48 Hours for 2-8 degree and -15 degrees onwards
- ◆ Approx. **6500 cold chain shipments** delivered per month
- ◆ Box sizes ranging from **6L – 92L** validated for up to 48 Hours
- ◆ **Replenishment of Gel-Packs** in case of shipments longer than 48 hours
- ◆ Solutions for **temperature monitoring in-transit** including
 - ◆ Visual Indicators / Strip loggers / Data Loggers / Button loggers
 - ◆ Real Time temperature monitoring and relay devices

◆ Cold Chain Management for Storage

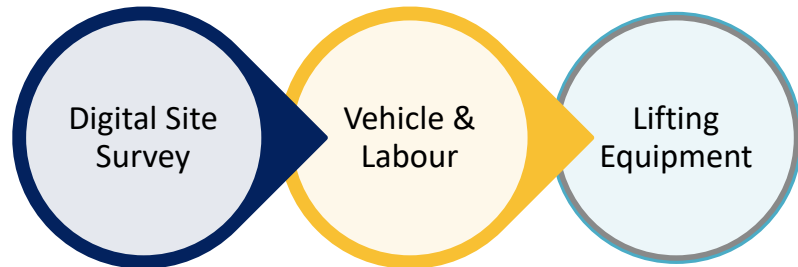
- ◆ Validated cold rooms with **hot spot and cold spot** mapping
- ◆ **Operational Qualification** and **Performance Qualification** before commissioning
- ◆ Network of **400+ Data Loggers**, with management and tracking for timely **re-calibration**



Instrument Handling

◆ Movement of Instruments

- ◆ Warehouse to Customer Location
- ◆ Customer A to Customer B
- ◆ Reverse Logistics



◆ Equipment to manage movement of Instruments weighing from 0.05 tons to 1.5 tons

- ◆ Stacker
- ◆ HOPT
- ◆ Crane



Parekh Innovative Logistics



- 1 Intercity and Intracity Shipments
- 2 Air Cargo
- 3 Direct deliveries to end customer
- 4 Cold Chain Vehicles Fleet
- 5 Last Mile Deliveries

PISPL Own + Contracted Vehicle	
Type Of Vehicles	Nos
Bharat Benz (33 Ton)	4
1109 (8 Tons)	27
407 (2.5 Tons)	21
709 (3.5 Tons)	3
909 (5.5 Tons)	3
TATA ACE (800 kgs)	54
THREE WHEELERS (350 kgs)	6
PICKUP (1.5 Tons)	3
Total	121

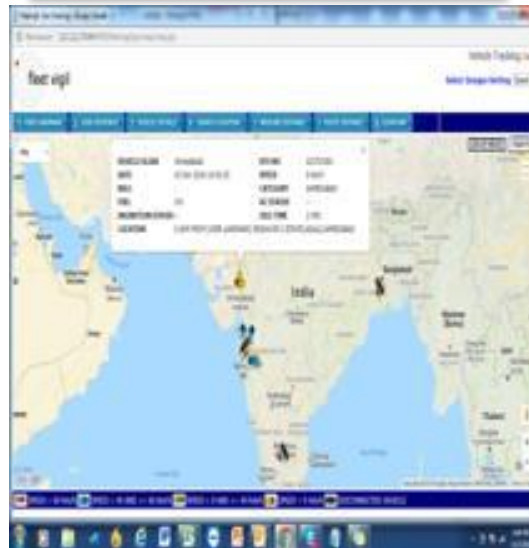
Industry	Consignments (Nos.)	Volume (MT)
Agriculture	40,311	56,250
Chemicals	19,319	51,000
FMCG	12,012	12,000
Healthcare	44,867	9,000
White Goods	506	600
	1,17,014	1,28,850





◆ **Experience of handling products:**

- ◆ Pharma and Healthcare (temperature sensitive)
- ◆ Medical Devices
- ◆ Agro Chemicals & Pesticides
- ◆ Paints & Chemicals
- ◆ Security Systems
- ◆ Textile Industries
- ◆ Building Materials
- ◆ FMCG, Cleaning
- ◆ Sanitizing & Hygiene products



◆ **Array of services:**

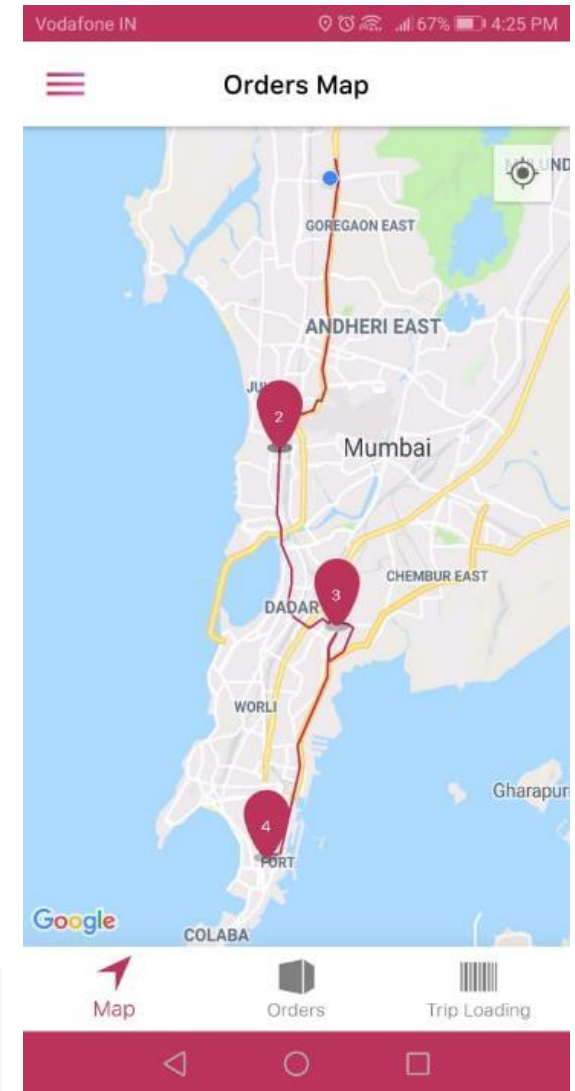
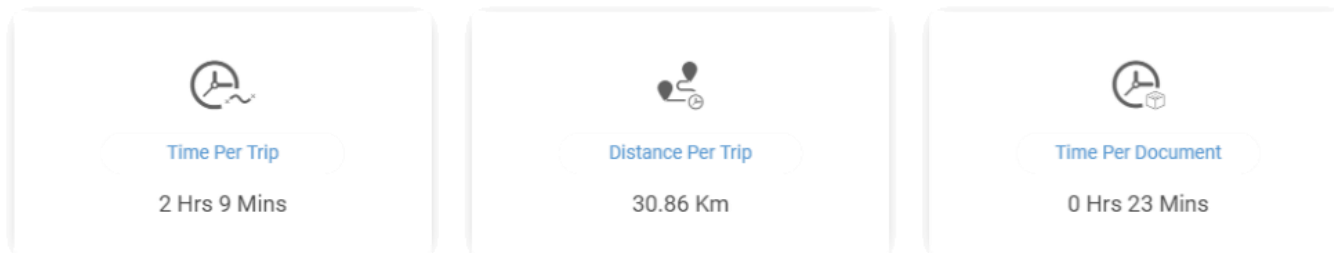
- ◆ Inbound and Outbound
- ◆ Intercity and Intracity
- ◆ Air Cargo
- ◆ Barging & Stevedoring
- ◆ Ocean Freight
- ◆ Direct deliveries to end customer
- ◆ FTL (Regular MAT, DAT, LCV)
- ◆ LTL (Part Load)
- ◆ ODC & Tractor trailers. (Over Dimensional Consignments and Industrial Segments like metals, Non- Woven Fabrics)
- ◆ Projects (Infrastructure, movement of heavy equipment / factory machinery)
- ◆ Dedicated Fleets (Attached with Customers)
- ◆ Cold Chain Vehicles Fleet connecting Mumbai, Delhi, Bangalore & Kolkata



Last Mile Delivery Tracking

- ◆ Auto-Routing of deliveries
- ◆ Delivery Associate Attendance Management
- ◆ Route Optimization and Delivery Planning
- ◆ Visibility to the exact location of Delivery Associates
- ◆ Predicting the ETAs more accurately
- ◆ Current Deliveries
 - ◆ Local – Average of 3000 daily within 24 hours
 - ◆ Outstation – Average of 600 daily within 72 hours

Average Performance





Custom Clearance and Bonding Capabilities



- ◆ **Customs House Agent** license holder
- ◆ Employment of expert customs consultants and experienced staff provides a combination of the knowledge and experience under a single roof
- ◆ **Strength** in understanding **Import regulations** thus advising Importers on all customs related matters, for example Duty Rates, Preferences, Licensing, Quota Requirements, Tran-shipment, Carnet's etc.
- ◆ Nominated as the Best 3 Freight Forwarders - Indian subcontinent at WCA Abu Dhabi 2016
- ◆ **Authorized Economic Operator (AEO)**
- ◆ Storage and Light Manufactural (Incl. labelling) approval as per Section 57 and 62 of customs act, 1962 in Bhiwandi (Mumbai) and Chennai
- ◆ Temperature Controlled (15°C to 25°C) storage at both Customs Bonded Warehouses



PISPL ERP & Interface Capabilities

- ◆ PISPL uses a web-based ERP business solution called Open Bravo, a commercial open-source Spanish software company
- ◆ PISPL has performed seamless integration of ERP systems with software such as SAP, Oracle JD Edwards, Microsoft Dynamix etc.
- ◆ Integration methodologies currently being used by PISPL
 - ◆ SFTP
 - ◆ Webservices
 - ◆ RFC
 - ◆ File Upload



Openbravo is a commercial open-source ERP software

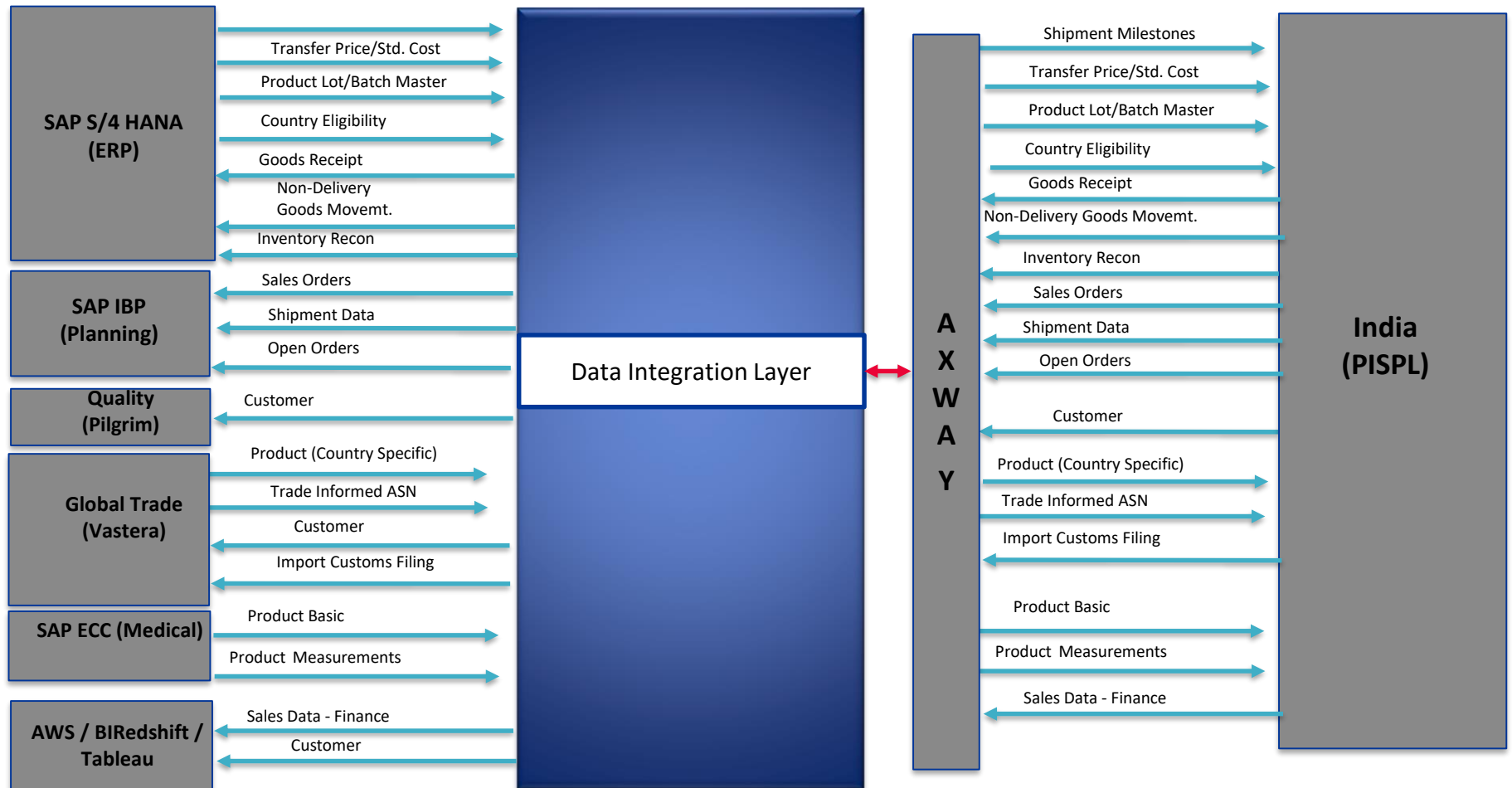
features

- Order to Cash**
Increase sales orders processed daily, achieve faster time to cash and improve operational cost savings.
- Procure to Pay**
Gain better control over your end-to-end procurement process to maximize return on invested capital.
- Project to Invoicing**
Take control and proactively manage project costs and billing, from conception through to completion.
- Make to Stock**
Gain control of your production process for better alignment with your product demand.
- Storage to Distribution**
Gain efficiency and accuracy in all your warehouse and inventory management activities.
- Accounting to Profit**
Gain visibility into your financial performance and reduce time during your closing period activities.



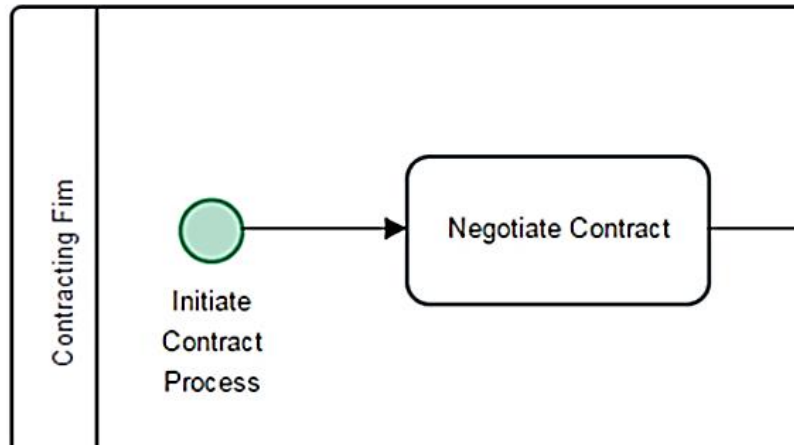
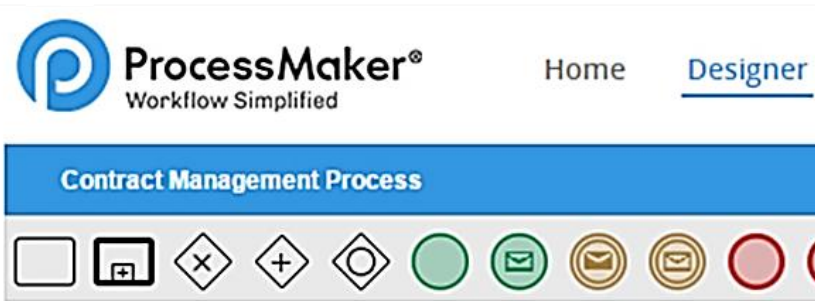
Typical Interface Flow Diagrams

Integration Points
Order Creation
Invoice Generation
Dispatch and Customer Receipt
Stock Transfer Order
Daily Stock on Hand
Daily Sales and Sales Returns
Product Master
Customer Master
Order Cancellation
Order Confirmation
Inventory Movement
Goods Receipt
Goods Shipment
Invoice Upload



IT Enabled Order Process & Fulfilment Service via Mobile App

ProcessMaker is a mobile-based solution which automates form-based, approval driven workflows that improve the way information flows between data and systems.



- Process Maker is integrated with Open Bravo (PISPL ERP)
- Enables the Sales Team to
 - Place orders
 - Create customers
 - Capture Statutory and other License information from customer
 - View existing customer OS and PDC Status
- Enables the Distributor / Key Account to
 - Place orders
 - View OS and PDC Status

New Customer Creation

New Order Creation



Our Greatest Asset: Our PISPL Family





Customize. Deliver. Delight.

THANK YOU



www.pispl.in

