

## CASE STUDY

# MARKEN'S PRECISION LOGISTICS EXPEDITES DELIVERY OF CRITICAL GENE THERAPIES TO JAPAN

## STRATEGIC COLLABORATION DRIVES SUCCESS IN COMPLEX TRANSPORT OF TWO ULTRASENSITIVE ADVANCED VISION TREATMENTS

### GOAL

Deliver commercial shipment of two transformative gene therapies to Japan — proactively mitigating risks and ensuring regulatory compliance to achieve rapid, reliable transport of therapeutics treating vision loss.

### CHALLENGE

Navigating Japan's rigorous regulatory landscape for advanced therapies required extensive cross-organizational coordination, specialized handling protocols, and strict temperature control specifications. Maintaining precise temperature at -80°C required dry ice replenishments every 48 hours, compounding complexity and necessitating meticulous logistical planning.

### SOLUTION

Marken established hyper care collaboration channels with the client, enabling clear and transparent communication from initial planning through final delivery. A dedicated operations team developed and customized protocols to ensure full compliance to Japanese regulatory standards, ensure end-to-end visibility and maintain shipment integrity throughout its 80-hour transit.

Operational actions included:

- Multiple rounds of comprehensive risk assessments, lane mapping, and test shipments to validate procedures and exceed performance expectations.
- Robust operational training, specialized instructional sessions for drivers and a detailed Failure Modes and Effects Analysis (FMEA) to proactively identify and mitigate all potential risks.
- Exceeding client expectations by replenishing dry ice every 24 hours per Marken's SOP, doubling the required frequency, accompanied by real-time communications to stakeholders at every critical milestone.

### OUTCOME

The flawless execution through customs strengthened Marken's position as a trusted leader in delivering complex advanced therapies in Japan and across the APAC region. Plans for subsequent shipments are underway, with enhanced strategies aimed at further accelerating transit times and optimizing regulatory processes, ensuring continued global delivery of innovative treatments to patients.

#### ABOUT MARKEN

Marken, UPS Healthcare Precision Logistics (formerly Marken, MNX & Polar Speed), the clinical and advanced therapy subsidiary of UPS Healthcare, unites expertise across healthcare and complex secure logistics to drive the success of our clients through innovation. Operating in 220+ countries and territories, our team of 4,000 experts orchestrate over 6.6M shipments annually at all temperature ranges across our harmonized air, sea and ground network. With a ready-now packaging catalog and global depot matrix, Marken overcomes the most complex and evolving industry challenges, mitigating risks to always make it happen. Marken offers a complete range of services that integrates drug supply, storage and distribution, advanced therapy, radio pharma logistics, patient-driven services, laboratory logistics, kitting solutions, and connected medical device management. By prioritizing quality and putting patients first, Marken ensures time and temperature-critical shipments reach those who need them most.

We are ready. Now.

Experience. Our Precision.

