UPS Healthcare's background and focus areas

About us:
UPS Healthcare offers expert logistics services to healthcare and pharmaceutical companies worldwide. UPS Healthcare has 1,97 million m² of cGMP- and GDP-compliant healthcare distribution space globally. Their services include managing inventory, temperature-controlled (cold chain) packaging and shipping, storing and delivering medical devices, and supporting lab and clinical trial logistics. UPS Healthcare's global infrastructure, UPS® Premier visibility service, track-and-trace technology, and global quality system are well-suited to meet today's complex logistics demands in the pharmaceutical, medical device, and laboratory diagnostic industries.

UPS Healthcare website: Healthcare.ups.com

Focus areas: Below are some existing logistics solutions with which UPS Healthcare is engaged with alongside with some questions/challenges in each area. Consider how your Startup might complement or enhance these logistics solutions, offer similar innovations within the healthcare sector or address the questions/challenges.

Medical devices: UPS® Premier
UPS Healthcare offers UPS® Premier, a specialised logistics service for high-priority medical devices. It uses advanced sensor technology for real-time tracking, prioritised handling, and proactive recovery options. This ensures that critical devices, such as surgical kits and diagnostic equipment, reach hospitals quickly and safely, with full visibility from the manufacturer to the patient.

Startups in this area may consider if their innovation addresses any of these questions/challenges:

- *How can your solution help track and manage devices that are stored or used in many different places?*
- *What ideas could make regulatory compliance easier (for example, UDI or EUDAMED) and fit smoothly into logistics processes?*
- *How could IoT or AI improve device monitoring, predictive maintenance, or secure connections between systems?*
- *What business models could help deliver devices quickly and reliably to patients and healthcare workers around the world?*
- *How can technology lower costs and make the medical device supply chain stronger and more flexible?*

Laboratories: UPS® Pickup Point for Clinical Labs

UPS Healthcare's Pickup Point service simplifies logistics between central labs and clinical sites, such as research institutions or doctors' offices. Each site can select or designate a pickup location and time to ensure dependable sample collection. This removes the need for coordinating with couriers and improves real-time shipment visibility, allowing central labs to plan workflows more efficiently and keep samples in good condition.

Startups in this area may consider if their innovation addresses any of these questions/challenges:

- *How can labs speed up diagnostic results while still keeping high accuracy?*
- *What solutions can link labs with logistics providers for real-time sample tracking and secure chain-of-custody?*
- *How can technology help labs predict what supplies they will need and avoid running out of important materials?*
- *What innovations could make lab operations more eco-friendly (e.g., reusable packaging or energy-efficient cold storage)?*
- *How can automation or AI reduce human error in sample handling and reporting?*

Pharma: Pharma Liner
Pharma Liners provide multi-zone temperature control, ranging from extremely cold conditions (-196°C for cryopreservation) to room temperature (+25°C). They are equipped with Cool Chain Control Systems that enable real-time monitoring to track conditions during transit. The service ensures end-to-end temperature-controlled (cold chain) shipping, supporting the safe transport of biologics, vaccines, and specialty pharmaceuticals across Europe.

Startups in this area may consider if their innovation addresses any of these questions/challenges:

- *How can your solution improve visibility in the cold chain and prevent temperature increases/drops that hurt pharma products?*
- *What tools could help predict demand and plan better routes to save time and money?*
- *How can technology make last-mile delivery more reliable, especially in hard-to-reach areas?*
- *What innovations could reduce waste and make pharma packaging and shipping more sustainable?*
- *How can AI or blockchain improve compliance, transparency, and traceability in global supply chains?*