Accuristix 3PL Overcomes Legacy Limits

Canada's leading healthcare-focused 3PL delivers perfect orders with speed, precision and compliance

CUSTOMER STORY

tecsys™

About **Accuristix**

Accuristix is Canada's leading third-party service provider focused exclusively on delivering logistics solutions to the healthcare industry. Its clients include many Fortune 500 manufacturers of Rx/ pharmaceuticals, biologics, narcotics, OTC, NHP, medical devices and animal health. Recognizing the ever-changing regulatory demands of the healthcare industry and their impact on its clients' requirements, Accuristix works within healthcare regulatory guidelines and its manufacturer partners to provide a customized supply chain solution.

Executive summary

Driven by its mission to advance healthcare logistics through quality, excellence and innovative technology, Accuristix moved to Tecsys' Elite™ WMS from its legacy warehouse management system (WMS).

With Tecsys' Itopia® low-code application platform (LCAP) flexibility and functionality, Accuristix's implementation partner Avalon CSC has accelerated time to value through system personalizations that equip the 3PL's clients with the advanced capabilities they desire.

As of February 2025, Accuristix has migrated 42% of its total clients from its legacy, on-prem WMS to Elite™ WMS without any operational disruptions to its clients.

Accuristix delivers exceptional efficiency and accuracy, facilitating perfect orders delivered on-time with assured product quality and safety — even in complex categories including vaccines, cold chain, controlled substances and investigational medicines.

With client migrations underway, Accuristix continues its transition to Tecsys' Elite™ WMS, strengthening its reputation as a trusted logistics partner and ensuring the safe and efficient distribution of critical healthcare products across the country.

Leading the effort

Sean Williamson
Senior Manager, WMS & System Integration
Accuristix

Erica Bhadhawar
Tecsys Operational Process Manager
Accuristix

Ann Girvin
Director of Business Development
Accuristix

Sam Campana
Senior Tecsys Project Manager
Accuristix

390+
million units received

90%
same-day ship rate

99.98%
order accuracy

tecsys™

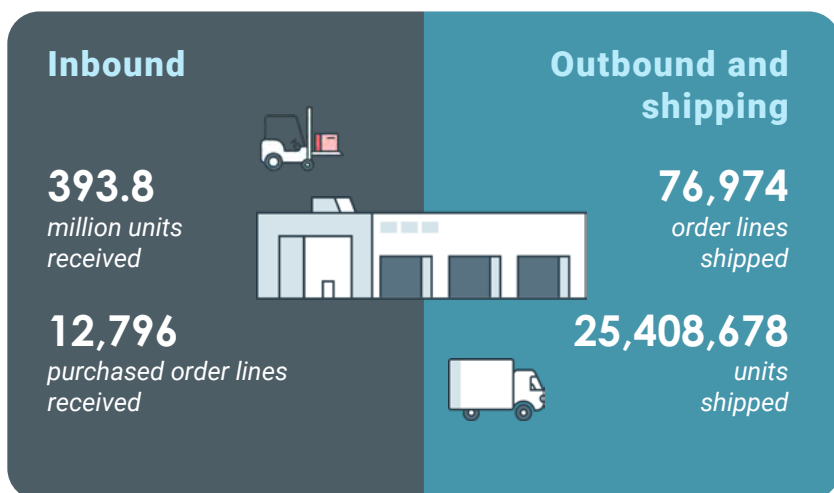# The logistical complexities of moving regulated healthcare products

As the leading healthcare-focused third-party logistics provider (3PL) in Canada, Accuristix manages the movement of more than $7 billion worth of products on behalf of its clients through its seven warehouses comprising over 1 million square feet.

Accuracy, efficiency and compliance are non-negotiable for Accuristix since it operates in a heavily regulated industry and serves clients with complex requirements, including cold chain, controlled substances and special access to investigational medicines. There is no margin for error.

Sean Williamson, Senior Manager, WMS & System Integration, Accuristix, described the criticality of processing "perfect orders," even when faced with extremely tight turnarounds:

"We operate in a world of 'same-day ships,' where we are contractually obligated to process and ship orders within hours for 80-90% of our clients. We'll receive orders up until 3 p.m. and face line-haul and air freight cut offs at 5:30/6 p.m. With just a three-hour turnaround window, we must optimize every step — from order processing to warehouse execution — ensuring every order is accurate, on-time and has the right paperwork to meet regulatory requirements."

"Our clients rely on us to maintain their products' quality and safety," Erica Bhadhawar, Tecsys Operational Process Manager, Accuristix added. "We must ensure temperature-controlled products are shipped in the right pack out. For instance, we process cold chain orders including ultra cool, where products must be kept at -65°C, products that ship on dry ice, and others that get shipped in a liquid nitrogen pack out."

Inbound

393.8
million units received

12,796
purchased order lines received

Outbound and shipping

76,974
order lines shipped

25,408,678
units shipped

"

"Patients put a lot of trust in the manufacturers of these products, but they also put a lot of trust in us to ensure they are handled correctly. This means storing products at the right temperatures, packaging them properly, and protecting them from exposure to conditions that could make them less effective or even dangerous."

Sean Williamson
Senior Manager, WMS & System Integration
Accuristix

tecsys

Modernizing warehouse operations for seamless client service

The Accuristix team made every effort to overcome the limitations of their legacy WMS in the name of exceptional client service. However, there came a point when they realized the system in its current configuration at the time lacked the flexibility and robustness to carry them forward.

In Williamson's words, the legacy WMS was, "very tightly controlled as to what you could change and what you couldn't change," with these limits constraining the Accuristix team in adding new clients and growing its services.

Some critical processes on the warehouse floor were manual and paper-based in Accuristix's legacy WMS environment. For example, the system generated a piece of paper for almost every pick, which a warehouse associate would use to validate they were handling orders in compliance with the client's requirements. This lack of automation not only bred inefficiencies but also opened the door for human error.

Additionally, high transaction volumes and numerous users challenged the WMS' performance and resulted in system crashes. In the 3PL world, where providers are constantly bringing on new clients with new requirements, Accuristix needed a flexible and dynamic WMS that could effortlessly accommodate ongoing change.

"Our number one goal is to be seamless," said Ann Girvin, Director of Business Development, Accuristix. "What differentiates a 3PL from other logistics providers is that we serve as an extension of our clients' businesses. We can behave and operate as if we were part of their organizations."

The Accuristix team recognized the need to either upgrade their current WMS or transition to a new, modernized and optimized solution to more efficiently meet nuanced client requirements with no disruptions.

3PL with Tecsys' Elite™ WMS

Template upload enables quick customer onboarding

Itopia® low-code application delivers advanced functionality

Automation eliminates paper and manual processes

Visual cues and flags guide system users to comply with customer requirements

> "
>
> *"Our legacy WMS was very screen-configuration-heavy and there was no clean or easy way to upload client data. It would take someone a day or more to set up a new client, depending on the client's complexity. They would have to go into maybe 30 different screens to add a record, modify a record, add locations and other information."*

Sean Williamson
Senior Manager, WMS & System Integration
Accuristix

tecsys™

Tecsys' Elite™ cloud-based SaaS as the solution

Accuristix found a solution in Tecsys and its Elite™ cloud-based WMS built on Amazon Web Services (AWS). Elite™ WMS features the flexibility, stability and security Accuristix requires to effectively and efficiently manage logistics on behalf of its healthcare clients in compliance with federal regulations.

"What really drove us to Tecsys is that, like us, they know the complex requirements of a 3PL environment, they're very healthcare-focused and they understand the regulatory environment we operate in," said Williamson. "Our drive is to reduce risk for our clients as much as possible, not only system-wise but also process- and people-wise, so Tecsys was a great fit in that respect."

Williamson added, "We liked the ability with Tecsys to customize and drive processes and functionality that we didn't have in our legacy WMS."

Tecsys' platform is built on the Amazon Web Services (AWS) cloud to enhance its ability to respond in real time. AWS provides secure, flexible, efficient and cost-effective commercial cloud services that enable automation and scaling of infrastructure, application resources, and IT capabilities to meet evolving application and user demand. With AWS, Accuristix is able to scale quickly, drive operational simplicity, and focus on its core business, while reducing the risks of resource imbalances from load volatility.

Accelerating time-to-value with value-added partner Avalon CSC

Tecsys' value-added system integration partner, Avalon CSC, has helped Accuristix leverage Tecsys' Itopia® LCAP to personalize the Elite™ environment for each 3PL client. As a result, Accuristix clients are able to quickly realize the benefits of a modernized logistics environment tailored to their specific business needs.

"Where Avalon had a huge impact was in accelerating certain aspects of the project so we aren't relying on our resources," said Sean Williamson, Senior Manager, WMS & System Integration, Accuristix.

"A huge focus for Accuristix is operational excellence," said Nick Reonegro, Associate Practice Lead, Avalon CSC.

"We are dealing with a line of business where it matters if you make a mistake because there can be severe implications. We need to minimize the possibility for errors and support the perfect order by aligning Accuristix's processes to their clients' requirements. The Tecsys platform lends itself well to that type of personalization," continued Reonegro.

"Unlike our legacy WMS, where meeting unique customer conditions required modifications to the core system, Avalon's personalizations to Elite™ WMS through Itopia® are simple and seamless," said Erica Bhadhawar, Tecsys Operational Process Manager, Accuristix.

A phased approach to implementation

Accuristix is migrating its existing clients from its legacy system to Tecsys' Elite™ environment in stages, one client at a time, to optimize logistics without service disruptions. At the same time, they are onboarding new clients directly into the Tecsys ecosystem. In both scenarios, Accuristix, Tecsys and Avalon CSC work together to deliver what each company needs in terms of logistics services and compliance.

"The big thing we've really focused on with Tecsys is teamwork," Williamson explained. Together, we have developed a very well-defined process for how we move clients through the migration process."

Achievements and benefits to date

The reaction of Accuristix's clients to Elite™ WMS is a testament to its successful rollout. According to Bhadhawar, when clients learn how Itopia® facilitates functionalities that were either improbable or impossible in Accuristix's legacy system, they are excited to onboard.

"When we tell clients that we are progressively moving over to Elite™ WMS, it starts the 'when am I migrating' conversations," Bhadhawar commented. "One of our bigger clients has been dying for functionality on allocation that Tecsys can deliver. We are planning to migrate them next quarter so they can take advantage of it."

Swift and seamless migrations with exceptional order accuracy

To date, Accuristix has migrated 42% of its total business volume from its legacy system to Elite™ WMS, with four of its warehouses live on the system. Every migration goes live without missing a single client order, even on day one. The transition is invisible to clients, with no service disruptions and Accuristix processing perfect orders in compliance with client and regulatory requirements.

"Tecsys' Elite™ WMS is very approachable. That's a big thing for us," said Williamson. "Its usability and flexibility allow us to constantly multitask, migrating existing clients and onboarding new clients at the same time."

"

"One of the biggest things Tecsys brings to us is a very stable, robust and easy-to-use system. Tecsys is our secret sauce. It's how we get things done. And without it, we'd really be stuck."

Sean Williamson
Senior Manager, WMS & System Integration
Accuristix

"

"Although our clients may seem similar, they all have different requirements as far as what we need to deliver. The flexibility of the Tecsys platform enables us to deliver by processing goods as the client wants and making sure we get that perfect order out the door at the correct time."

Sean Williamson
Senior Manager, WMS & System Integration
Accuristix

100% fulfillment accuracy

99.98% order accuracy

99.98% cycle count accuracy

tecsys™

Automated, digital processes drive efficiency and compliance

To date, Accuristix has implemented 89 custom Itopia® personalizations based on client-defined special requirements. Tecsys' Elite™ WMS guides users through a structured sequence of screens, requiring them to complete specific fields to verify that their actions align with Accuristix's contractual obligations to clients. The system presents warehouse associates with visual cues and guidance to improve operational accuracy and efficiency.

"Even if a user makes an incorrect selection, the Tecsys system will make sure it doesn't go through," said Bhadhawar.

Bhadhawar offered examples that demonstrate the criticality of process automation and alignment in the Elite™ environment:

"While we process many temperature-controlled healthcare products through our warehouses, the user on the warehouse floor doesn't necessarily know what temperature must be maintained. Through Elite™ WMS, that information is presented to the user on their screen to aid them in processing that item correctly and safely."

"It is the same for dangerous goods," she added. "Let's say our warehouse is processing a cytotoxic product that must be packed out in a specific way. A message pops up on the user's screen so they know how to properly handle that item."

> "
>
> *"A big benefit of the Elite™ environment is we don't have to babysit our warehouse management system. Elite™ alerts users to what they need to do and flags information critical to correctly handing our clients' products."*
>
> **Erica Bhadhawar**
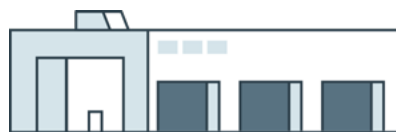> *Tecsys Operational Process Manager*
> *Accuristix*

Average time-to-ship

0.54
days from order receipt to shipped, in largest warehouse

90%
same-day ship rate

tecsys™

Perfecting inventory allocation

One of the greatest challenges for Accuristix, as with any 3PL, is allocating inventory based on client requirements.

"It's all about the allocation because the biggest fear among our clients is having to put inventory in the expired realm if we don't handle it properly," said Bhadhawar.

The flexibility and advanced functionality of Elite™ WMS enables Accuristix to accurately allocate clients' inventory even when faced with unexpected challenges.

"If our client has a nuance or discrepancy in their inventory management practices, as their logistics partner it's our responsibility to address the issue and ensure the inventory is allocated correctly," said Williamson.

According to Williamson, one issue that frequently arises is a client varying in their box and case quantities. They might put 20 items in a box and 50 cases on a pallet in one shipment to Accuristix, but next time, a box may contain 25 items and a pallet 48 cases.

"We can't risk a warehouse associate picking a box as if there are 20 items in it when there are really 25 because that means a giant overage," Williamson explained.

Using Elite™ item package code functionality, warehouse associates are able to seamlessly manage these different item configurations at receiving right through to picking and shipping. Another example of where the Elite™ environment enables Accuristix to perfect inventory allocation for clients is by overcoming lot and expiry date complexities.

While standard inventory management logic for expiry management would follow the "first in, first out" rule, Williamson described how an Accuristix client assigned the same product number to multiple lots all set to expire on the same day. Because Accuristix's legacy WMS used only expiry dates to prioritize item picking, it instructed warehouse associates to pick and ship products from multiple lots.

"We asked our legacy WMS provider to configure their system to consider both expiry dates and lot numbers, but they had no interest in making the change," said Williamson. "When we came to Tecsys and told them about the issue, they said, 'Sure, that's something the system can do.' That change in logic has played a big role in allowing us to deliver far better service to our clients."

> "
>
> *"It goes back to the uniqueness of our clients and making sure we're managing their products in accordance with requirements. Tecsys helps us do this every single day by giving us advanced functionality for warehouse management."*
>
> **Sean Williamson**
> *Senior Manager, WMS & System Integration*
> *Accuristix*

99.99%
fill rate

99.99%
order line fill rate

tecsys™

Looking ahead

With swift and seamless client migrations from their legacy system to Elite™ WMS, Accuristix plans to accelerate momentum in making a complete transition to smarter logistics in Tecsys' SaaS environment.

Backed by the agility, efficiency and scalability of Tecsys' Itopia® LCAP, Accuristix also plans to continue its expansion of their 3PL services.

"

"Because we know our home is here with Tecsys, we're looking to integrate some additional processes, functionality and optimization down the road."

Sean Williamson
Senior Manager, WMS & System Integration
Accuristix

Discover Elite™ for Healthcare Distribution →

tecsys™

About **Tecsys**

Since our founding in 1983, so much has changed in supply chain technology. But one thing has remained consistent across industries, geographies and decades — by transforming their supply chains, good organizations can become great.

Our solutions and services create clarity from operational complexity with end-to-end supply chain visibility. Our customers reduce operating costs, improve customer service and uncover optimization opportunities.

We believe that visionary organizations should have the opportunity to thrive. And they should not have to sacrifice their core values and principles as they grow. Our approach to supply chain transformation enables growing organizations to realize their aspirations.

::: tecsys™

www.tecsys.com
info@tecsys.com
Phone: 514-866-0001
Toll Free: 1-800-922-8649