

Chapter 4 -Total connection:

From warehouse to transport, one single ordered flow

By Richard Dioses

At Logisa we have a phrase that guides everything we do: “Connecting the dots in space to bring health and growth closer.”

But what does it really mean to connect the dots? For many, it may sound like transport routes or supply chains. For us, it means something deeper: uniting every step of the logistics process, from the warehouse to transport, from documents to final delivery, in one single, ordered, and secure flow.

The Current Challenge: Health, Paperwork, and Critical Timing

In the pharmaceutical industry, logistics is not just about efficiency: it is about health responsibility. A batch delivered late, a certificate that doesn't accompany the product, or an error in the dispatch guide can directly affect patients waiting for treatment.

Today, much of the documentation (invoices, dispatch guides, sanitary records, certificates of analysis) still travels on paper, duplicated in emails, or dependent on manual processes. This not only consumes time: it generates risks of error, loss of information, and delays in final delivery.

At Logisa we have experienced this firsthand: the warehouse does its part, transport organizes the route, but the information remains fragmented. And in an environment where every minute counts, this fragmentation translates into inefficiency.

1. From Paper to Digital Flow: Warehouse and Transport as One Unified System

Every pharmaceutical delivery is not only composed of the product: it must also travel with invoices, dispatch guides, sanitary records, and certificates of analysis. Today, by regulation, these documents must physically accompany the load and be validated at the destination. But that doesn't mean we should rely solely on paper.

At Logisa we are exploring a key improvement: using artificial intelligence to digitally register and store all these documents before dispatch. This way, the driver carries the

physical package, but there is also a 'digital twin' synchronized with the ERP. Upon arrival at the client, the signed proof of delivery is digitized and the system automatically updates delivery and invoicing.

In this way, we connect warehouse and transport not only physically but also in documentation and digitally. A single flow that ensures traceability, agility, and trust in every delivery.

2. A Living Warehouse: Dynamic and Visual Order

The connection is not achieved only through documentation. Inside the warehouse we also need a new vision: a space that is dynamic, adapting to the rhythm of the market.

In practice, this means implementing a dynamic dashboard that shows in real time:

- Which products should be placed in fast-access zones due to high rotation.
- Which batches require special control due to expiration or sanitary conditions.
- How to reorganize aisles and racks to maximize available space.

This 'living warehouse' turns picking into a more agile and logical process, shortens travel times, facilitates audits, and ensures that urgent items are always within reach. Instead of a static warehouse reorganized once a year, we envision a space optimized every day according to real demand.

Connecting the Dots in Action

The total connection of warehouse with transport and digital documentation, combined with dynamic order inside the warehouse, are not just operational improvements. They are the living representation of our philosophy:

“Connecting the dots in space to bring health and growth closer.”

Today we can no longer talk about isolated areas: warehouse, transport, invoicing. All are part of a single flow that ensures that a medicine arrives on time, with the correct documents, and with complete traceability.

Every digital guide, every attached certificate, every strategically placed product in the warehouse, are the dots we connect. And by doing so, we don't just deliver efficiency: we deliver trust, health, and growth for our clients and patients.