



Switch to tracekey in 5 steps

How our Customer Success Team supports you

As soon as you have decided on tracekey as your new serialization provider, our Customer Success Team will take over further support. Our team will guide you closely through the entire process and throughout our partnership. They will always be at your side for support requests, and the connection of new markets, or additional business partners.

Today, you are in a different situation than when you initially decided on a serialization provider. There is a lot of data in your current serialization system, and, of course, new data is constantly being added due to ongoing production. So, how can you switch from one system to another?

Switching to tracekey is a step-by-step process. Our migration concept, which has been tried and tested over many years and can be adapted to your processes, enables a smooth transition. Our Customer Success Team takes on the main burden of the project and accompanies you closely through the entire process.

Step 1: Development of a migration plan

We work closely with you on your schedule and production plan. Based on this, we develop an individual migration plan. For example, we can save valuable time by importing your data using an Excel spreadsheet. At the same time as transferring your data from the old to the new system, we work on connecting your business partners. As we have already connected over 300 business partners and support numerous data formats, it is likely, that many of your business partners are already communicating with our system.

Step 2: Data migration

Taking your production plans into account, we prioritize the different steps of your migration together. As we set up the new system in parallel to your old system, parts of your production can be moved gradually. This means that mytracekey PHARMA can be used immediately in live operation when the old system is phased out. In this way, the changeover can take place without production downtime or delays. Especially if you have many products, a large amount of data needs to be migrated from one system to another. We offer various options for this:

- Our Customer Success Team supports you in gradually transferring all your product data to mytracekey PHARMA.
- Your data can be transferred to an Excel list and imported into our system.
- Serial numbers and batch data from previous productions remain in the old system or also can be migrated.

Step 3: Connecting your business partners

The business partners are connected, and the software is set up simultaneously. In consultation with you, we prioritize the connection of your business partners based on your production plan. We work with you to develop a precisely tailored timeline and ensure good coordination between all parties involved. Parallel operation of the two systems prevents production downtime.

You can still carry out upcoming productions in the old system. In the background, we connect your business partners of later productions to our system and start serialization with them while we follow up with the business partners of the earlier productions. That means no time is lost as there is no need to wait for production.

Step 4: Re-validation of the system

We have a large set of validation documents available for mytracekey PHARMA. This offer is included in all contracts and adapted to every new software release. In this way, we keep the validation effort for our customers as low as possible, both for the new connection and during the collaboration.

Step 5: Familiarization with mytracekey Pharma

The changeover always takes place in direct exchange with our customers. Personal contact with you is our top priority. Thanks to close support from our Customer Success Team and appropriate training, your team will be quickly and efficiently familiarized with the operation of mytracekey PHARMA.

A so-called hyper-care phase follows the go live. Even after successfully implementing the new serialization system, we do not leave you alone but support and accompany you whenever necessary.

Our long-term cooperation

Our way of working and organizational structure are geared towards constant improvement. In a continuous release cycle, we are constantly working on connecting new markets, optimizing our software, and meeting all legal and customer requirements. We are geared towards accompanying our customers on their long-term journey and growing with them.

About tracekey

tracekey is a company that provides solutions for the life science industry. It is also the leading provider of serialization services for small and medium-sized enterprises (SMEs) in Europe. With years of experience in the field of pharmaceutical serialization, the company constantly expands its product portfolio to offer cloud solutions that address current challenges of the markets.

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