



SafeHandsVT

A trusted medicines
traceability solution for Low
and Middle-Income Countries

SERVICE DEFINITION



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The Challenge

The Fight Against Substandard and Falsified Medicines

Substandard and Falsified (SF) medicines pose a serious threat to public health, particularly in Low and Middle-Income Countries (LMICs) where regulatory capacity is often lacking, and supply chains are complex and fragmented. These medicines can be ineffective, harmful, or even fatal, and they contribute to the emergence and spread of antimicrobial resistance (AMR).

According to the World Health Organisation (WHO), **an estimated 10.5% of medicines in LMICs are substandard or falsified**, affecting all therapeutic areas and types of medicines, **including vaccines, antibiotics, antimalarials, antiretrovirals and cancer drugs.**

Governments and health ministries in Low and Middle-Income Countries (LMICs) are actively working to ensure the safety of medicinal aid for their citizens.

They are faced with three options :

- **Leverage an existing global solution:** Global traceability solutions like UNICEF's TRVST provide confidence of medicinal aid but may be constrained by the types of products that are tracked and could hinder alignment to specific country regulation and needs.
- **Build their own solution:** While tempting, this option is much more complex than it appears. Without a proper implementation approach, it can be a waste of time and money.
- **Buy a solution:** Often seen as too expensive, these solutions are typically geared towards a high level of regulatory governance.



LMICs require a cost effective, proven solution that fulfils regulatory needs.

Our Response

Solidsoft Reply has re-engineered its core national traceability solution to provide a viable, **cost-effective** option for LMIC's with **constrained** regulatory capacity, **SafeHandsVT**.

Based on our Microsoft global award-winning national medicine verification system, already used by over 20 countries, Solidsoft Reply offers a **ready-to-go** and **customisable** solution for LMICs.

This solution covers the supply chain from manufacturers to patients, providing **end-to-end visibility**, authentication, verification, and data analysis.

We utilize **cloud-based integration** services to connect systems for data sharing and collaboration across business and supply chain processes.

Our medicine verification and traceability system **integrates with existing healthcare supply chain systems**, including logistics management information (LMIS), warehouse management, forecasting, procurement, and dispensing.

Leading Provider of Medicine Verification and Traceability Systems

Solidsoft Reply is a leading provider of medicine verification and traceability systems. Our system for medicine verification and traceability in LMICs builds on industry best-practice pioneered in the European Union.

The system is aligned to global standards and initiatives, including the **WHO Digital Healthcare Supply Chain (DHSC) Reference Architecture**, the Lomé Initiative and the Verification & Traceability Initiative (VTI), responsible for TRVST.

We also **facilitate** the **integration** and interoperability of national systems with platforms, such as **SAP, TraceLink, Traceability Interoperability Platform (TIOP), OpenLMIS and TRVST (UNICEF)** to enable collaboration and information sharing at national, regional and global levels.



Features and Benefits



Compliance

Adheres to global standards and initiatives, such as the WHO DHSC Reference Architecture, GSI standards and the TRVST platform.



Flexibility and Scalability

Capable of adaptation, extension and integration, according to the specific needs and requirements of each country and stakeholder.



Security and Reliability

Protects the integrity and transaction of data, ensuring that system performance is optimal.



User-friendliness and accessibility

Compatible with mobile phones, tablets and PCs. Users verify barcodes, check medicine pack status, obtain patient safety information and report incidents.



Cost-effectiveness and affordability

The system minimises operational costs and maintenance costs while maximising ROI.



Secure Data Repository

The unique identifiers (UIs) and the associated data and events of each medicine pack or unit are stored and verified.



Proactive monitoring

Users can access and analyse data and alerts using the dashboard, depending on their organisational affiliation, location and role.



Notification System

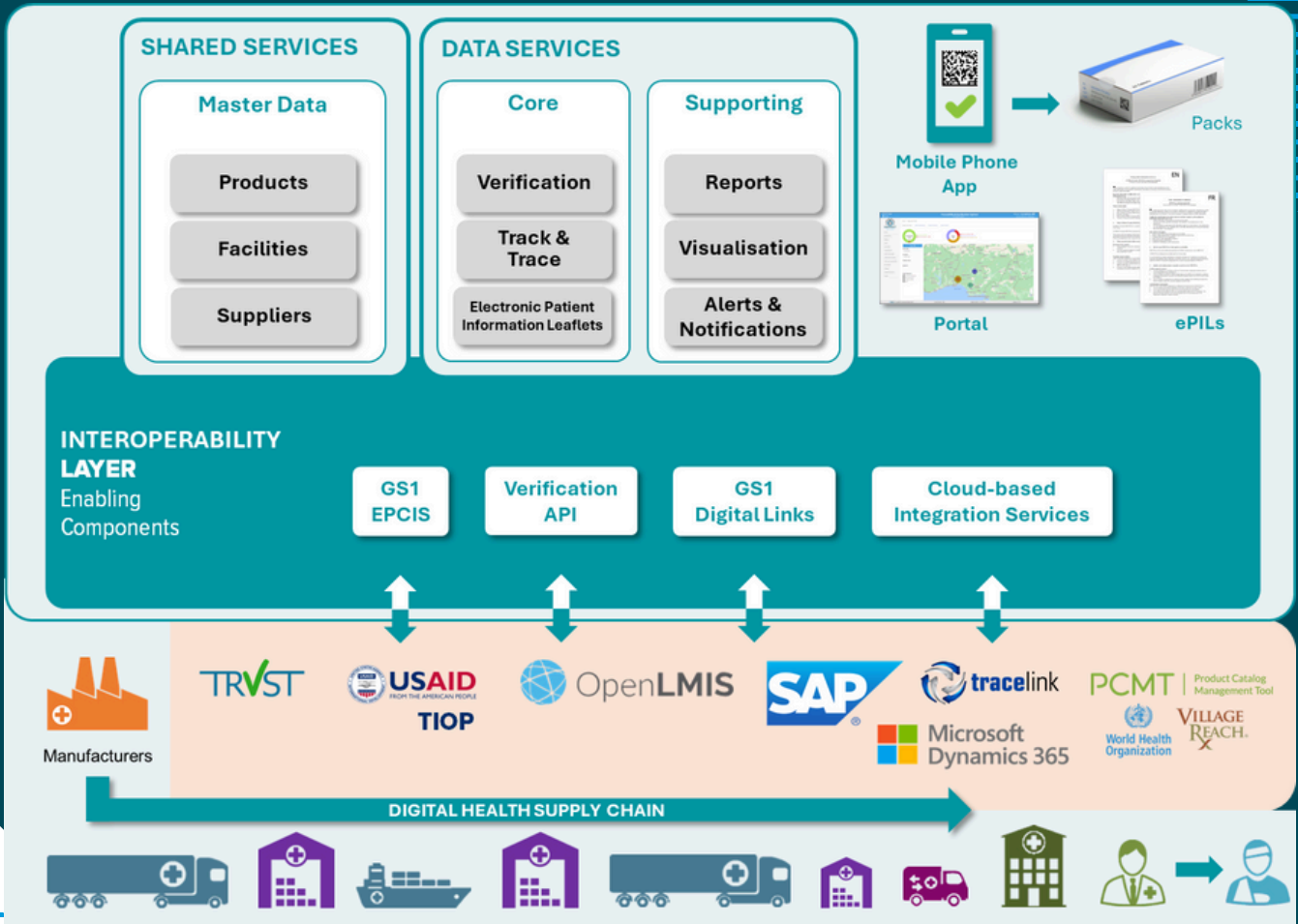
Users will receive alerts and notifications related to medicine verification and system operation.



Interoperability

The system supports out-of-the-box integration with widely used systems (e.g., OpenLMIS).

SafeHandsVT: Trusted Medicines Traceability for LMICs



SolidSoft Reply | Traceability & Verification System for Health Products | Welcome [User Name] | [Logout]

Home > Maps and Charts

Maps and Charts | Failed Verifications | Suspect Activities | System Metrics

Verifications
27562

- Serialized | 27326
- Failed Verifications | 236

Issues
549

- Invalid: serialized | 104
- Unsupported Product | 231
- Unknown Pack Identifier | 214

Apply [Search Icon]

Start Date: 01/04/2024
End Date: 16/07/2024
Product Code: [Input]
Batch ID: [Input]

Map Categories

- Successful Verifications
- Failed Verifications
- Suspect Activities
- Other

Map showing locations in Nigeria, Ghana, and Benin. A QR code overlay displays the following information:

```

GTIN: 05066917510842
SN: 423697792973
LOF: 089498
EXP: 03/2030
    
```

A hand is shown holding a smartphone displaying the scanned item details:

```

Scanned Item
Product Code: 05066917510842
Batch ID: 423697792973
Serial Number: 423697792973
Expiry Date: March 2030
    
```

Buttons: Scan log, Continue

REPLY Copyright © Solidsoft Reply 2024 | Environment: [ID] | Build Number: 3.1.3.FCM

Global Alignment

Major donors and partners, such as USAID, The Global Fund, the World Bank, the Bill and Melinda Gates Foundation and the EU, support and **promote** the development and implementation of national systems for medicine verification and traceability in LMICs.

This forms part of their broader strategy and goal to **improve health outcomes**, **strengthen** health systems, **enhance** governance and accountability, and **improve access** to and affordability of medicines.

Verification and Traceability Initiative



The **Lomé Initiative** is a political declaration signed by seven African countries in 2020, committing to enact and enforce laws to criminalise the trafficking and distribution of falsified medicines, and to establish national and regional medicine verification and traceability systems, in collaboration with the WHO, the African Union and other partners.



TRVST is the world's first global platform for medicine verification and traceability, specified by the VTI and implemented for UNICEF, GAVI, USAID, The Global Fund, the World Bank, the Bill and Melinda Gates Foundation and the EU, to support the distribution and administration of COVID-19 vaccines and other high-risk medicines in LMICs.

Pricing

Our flexible pricing structures support all ranges and requirements of LMICs. *

	Basic	Standard	Premium
Product Master Data Management	X	X	X
Basic Reporting	X	X	X
Alert and Management Portal	X	X	X
Mobile phone application		X	X
Advanced reporting and visualisation		X	X
Monitoring and support services		X	X
Dedicated Hosted Environment			X
Customisation Services			X
Supplier and facility registers			X

SafeHandsVT Basic

From
\$50,000 USD
per annum.

SafeHandsVT Standard

From
\$165,000 USD
per annum.

SafeHandsVT Premium

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* Qualification of an LMIC and LIC as defined by the World Bank.

About Solidsoft Reply

Who We Are

Solidsoft Reply is more than just a Technology partner for Microsoft AI Cloud Solutions.

We are a team of innovators, applying our solutions and services to effect meaningful change across various sectors including retail, government, humanitarian efforts, and the pharmaceutical & healthcare industries.

What We Do

We develop, deploy, and operationally manage software solutions with Microsoft Azure Technology.

Specifically, we are recognised as a leading global provider of medicines verification & traceability systems.

These solutions deliver vital services to millions of citizens across Europe, Africa, and Asia.

Our Mission

We focus on building and managing critical solutions, applications and services for our customers that scale to accommodate national, pan-national, and international demands.



Company Profile

30+ Years

We have been in business since 1993 and was an early adopter of Azure Cloud and its first-ever Global winner.

20+ Countries

We are currently operating our solutions across Europe, Africa & Asia.

8 Microsoft Global Awards

We are multi-award winners of Global and UK Microsoft Awards.



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