



Strengthening Cold Chain Control for Acella Pharmaceuticals

How DCS Became a Trusted Cold Storage Partner in the Pharmaceutical Supply Chain

Brent Holland, Director of Operations

Meeting a Critical Need in Pharmaceutical Logistics

Acella Pharmaceuticals, like many in the pharmaceutical industry, faced growing challenges around cold storage, both in terms of availability and consistent operational performance. For medications requiring strict temperature control and adherence to manufacturer packaging guidelines, any deviation could impact product efficacy or regulatory compliance. With limited cold storage options that could ensure both reliability and precision, Acella needed a logistics partner that could meet these strict requirements without compromise.

Why DCS is the Right Fit

After assessing several providers, Acella selected DCS based on a clear alignment in values, service levels, and operational capabilities. While pricing was certainly competitive, what truly set DCS apart was its unwavering focus on accuracy, proactive monitoring, and a personalized approach to customer care.

From day one, the DCS team delivered a level of responsiveness and professionalism that helped establish a strong foundation of trust and collaboration. DCS also offered greater transparency and visibility into cold chain operations, providing Acella with real-time access to temperature trends, inventory accuracy, and shipment performance through integrated data systems. This level of access far exceeded what other 3PLs were able to offer, giving Acella a deeper layer of control and confidence in their logistics process. Over the years, this trust and value have only grown. Acella has room for growth within DCS's infrastructure, as the cooler expansion project is set to be completed around end of year 2025.

Quantifiable Results

100%

Compliance on
Temperature Controlled Checks

100%

On-Time In-Full for Last Quarter

>99%

Inventory Accuracy for
Calendar Year

Operational Excellence at Work

DCS offers around-the-clock temperature monitoring via Trane Ensemble, which provides 24/7 alerts and weekly trend reports directly to the quality department. In the event of any temperature variation, the system notifies both engineering and facilities teams every 15 minutes, ensuring immediate response and correction if needed.

Shipment integrity is also a top priority. DCS uses data loggers for cold-controlled shipments and ensures refer truck validation before departure. Quality assurance confirms that every truck meets temperature specs before leaving the facility, and backup delivery protocols are in place to mitigate potential issues. EDI integration and Power BI reporting add an additional layer of visibility and connectivity into Acella's supply chain systems.

DCS's facility are FDA registered, DEA licensed, NABP accredited, and currently undergoing UL certification. The latest addition to the cold storage infrastructure features reinforced wall construction, providing added security—even in the face of natural disasters.

“With either looking at better cold chain shipping supplies or additional storage needs, DCS has put a big emphasis on growing their cold chain capabilities. This allows Acella to better prepare for future demand and service its customers to the highest level. Their investment in the new cooler expansion will only elevate our ability to serve our customers better.”

**-Chris Richardson,
VP Supply Chain and
Logistics**

Next-Gen Cold Chain: Where Security Meets Scalability

This partnership with Acella is just one example of how DCS continues to evolve alongside the pharmaceutical industry's growing and increasingly complex supply chain needs. Most recently, DCS transformed its former CII vault into a state-of-the-art, high-security cold storage unit, blending vault-level protection with expanded functionality. With interior dimensions of 27 ft. high by 110 ft. wide by 210 ft. deep, the new cooler is designed to accommodate the next generation of secure, temperature-controlled pharmaceutical storage.

This upgrade is a reflection of DCS's commitment to innovation, operational excellence, and client-focused solutions. As the pharmaceutical supply chain continues to evolve, DCS is prepared with scalable infrastructure, advanced monitoring, and an unwavering focus on quality to support partners like Acella in their pursuit of safe, compliant, and efficient distribution.

Contact Us

To see if DCS might be the right fit for your cold-chain or specialty medication, email bshirley@directcustomersolutions.com or call 731.964.7729.