



ELPRO  
Management  
in Interview:  
Review  
and Outlook  
2024



ELPRO sets the course for the future

## From data logger vendor to provider of intelligent product monitoring

In the fourth elproINTERVIEW, the management of ELPRO discusses how ELPRO has set the course to realign the company and its solution portfolio in 2023, and next steps for 2024.



**"2023 has presented the pharmaceutical industry with major challenges, but we already sense that the market will pick up again in 2024. For this phase of growth, we have some new products in store."**

**Josef Schmid, CEO**

### **What made 2023 a special year for you, Mr. Schmid?**

First of all, of course, being CEO of this great company since March. Before that, I was a member of the management team for many years. Those were intense years. But as CEO, I'm now more in the driver's seat.

Now I have to deal with a much broader range of topics. My colleagues of the management team and our highly motivated employees give me a lot of support in this every day.

Furthermore, 2023 has presented the pharmaceutical industry in particular with major challenges. All of us working in this market environment have felt the extremely restrained growth. And new competitors have entered the market – which has motivated us all the more to make our services even more future-proof.

Internally, we have made some extensive organizational changes and successfully completed the integration into the Bosch group.

And at ELPRO, we are also confronted with the omnipresent shortage of skilled workers and have to take good care of our highly motivated employees.

### **And what do you expect for ELPRO and your customers in 2024?**

The business situation will remain tense, but I expect the market will pick up again in 2024. In this phase of growth, we want to tap into new markets and expand existing ones. To achieve this, we have a number of new products in our portfolio.

These include, for example, services that we can now offer thanks to access to the capacities and expertise of Bosch Service Solutions.



**Deviation Report**

Sensor Name: OutdoorHumidity  
 Incident No.: 2176  
 Highest Value: 96,72 %rH; 15.Jan.2023 08:45:12  
 Lowest Value: 69,98 %rH; 15.Jan.2023 08:45:12  
 Upper Alarm Limit: 60,00 %rH  
 Lower Alarm Limit: 20,00 %rH  
 Alarm Delay: 10 Logging Interval(s)  
 Note: Alarm statistics refer to time outside limits

**Mr. Osl, what has kept you and your teams busy over the past twelve months?**

Philipp Osl: Three topics kept us busy in 2023 and will continue to shape the coming year:

- > the optimization of our solutions and their seamless integration
- > the automation of our customers' processes and
- > the further development into a service organization

In 2023, we did a lot of work in the background. The aim is to seamlessly integrate our software solutions for transport monitoring and our stationary monitoring solutions in the future. We are thus creating a convenient, powerful solution for our customers that allows them to view the stability data of their products end-to-end and across the product life cycle.

We also want to make a further contribution to improving the automation of our customers' processes. Among other things, we will soon be offering a solution that transfers the quality-relevant monitoring data from our BLE data loggers to the monitoring software completely automatically at the point of destination. This will minimize the manual effort on site and, depending on the customer's process, speed up the evaluation of the data and thus the release of the shipments.

And last but not least, we took important strategic steps in 2023 to further develop ELPRO into a monitoring-as-a-service provider for the monitoring of medicines in the pharmaceutical supply chain. We will gradually introduce the associated new offerings to the market over the next year.

“We are working on a seamless integration of our software solutions to create a feature-rich solution with which the stability data of products can be viewed end-to-end and across the product life cycle.”

**Philipp Osl, Chief Innovation Officer**



**And what does this mean for ELPRO customers in 2024?**

For example, we are working on a rental model for our hardware and software. This will allow us to significantly reduce investment costs for our customers.

In addition, we will be able to introduce extensive services in 2024 thanks to access to extended resources from the Bosch group. These include typical control tower services such as route tracking, alarm escalation and intervention services.

We are also placing a special focus on so-called “smart services.” These include, for example, a service that can predict deviations during transportation. In addition to static data, such as the packaging used, this service also incorporates predictive data, such as the weather forecast, but above all, actual data from our IoT real time devices.

These “smart services” enable us to actively support customers in making decisions and taking measures to avoid problems. At the same time, we continue to meet all of our customers' regulatory requirements to monitor and document environmental conditions using an independent solution.



**How does ELPRO sales look back on the past year, Mr. Bamert?**

It was an eventful year for our sales team, too. Despite the weak pharmaceutical market and the adjustment of the Covid-19 effect, we were able to further develop our business thanks to new solutions and strong customer relationships.

In 2023, we pushed ahead with the topic of internationalization. With the establishment of a new subsidiary in Japan and an increased focus on the USA, we were able to gain important market shares in both Asia and the USA in addition to our home markets.

And with the IoT devices for the stationary sector and the real-time solution for transport monitoring introduced in 2022, we now offer our customers a comprehensive portfolio of solutions for a wide range of requirements in the pharmaceutical supply chain.



“Attractive business models that combine hardware, software, and innovative services are designed to make our customers' work easier and create real added value when handling quality-relevant data.”

**Christoph Bamert, Chief Sales Officer**

**And what can your customers look forward to in 2024?**

Thanks to our deep understanding of the pharmaceutical industry and its special requirements, we will continue to achieve important milestones in automation and sustainability in 2024.

We have been involved in the management of stability data in the pharmaceutical supply chain for many years. Efficient handling and automated evaluations can significantly simplify the approval process and the choice of packaging for our customers.

Our goal is therefore an end-to-end solution for monitoring and analyzing a product's stability data across the entire supply chain.

Attractive business models that combine hardware, software and innovative services are designed to make our customers' work easier and create real added value when handling quality-relevant data.

Bosch will strongly support us in this transformation process from a solution provider to a service organization.

“In 2023, we demonstrated in numerous customer audits without any deviations and through accreditations and re-certifications that we are an extremely reliable partner in a highly regulated industry.”

**Björn Niggemann, Chief Quality Officer**



**Björn Niggemann, quality as part of the ELPRO DNA – how did this manifest itself for you in 2023?**

In 2023, we proved several times that our internal quality processes are stable and reliable:

- > in the successfully passed Bosch audit at the end of the post-merger integration;
- > as part of the ISO 17025 accreditation and ISO 9001 recertification; and
- > in numerous customer audits, which were carried out very successfully at our premises, by post or remotely and in which there were no deviations whatsoever.

ELPRO has thus impressively demonstrated that we are an extremely reliable partner in a highly regulated industry.

However, quality is not only reflected in certificates and audits. In 2023, we worked on improving ELPRO support. We want to respond even faster, provide customers with prompt and reliable feedback and offer them expert support if something doesn't work as it should.

**And what tasks do you see for 2024 from a quality perspective?**

As in the past, we will continue to place great emphasis on qualified, well-trained employees at all our locations in 2024. We support them with training and appropriate tools.

This is also an important prerequisite for the additional services, such as route tracking or alarm escalation, that we want to offer together with our Bosch colleagues. They will play a key role in service centers worldwide and must be reliably trained in our products and services.



**Final words Josef Schmid**

**Mr. Schmid, any final words?**

Looking back on 2023, I am very proud that we have continued to be so successful despite all the challenges and have set an important course for the realignment of our organization and our solutions portfolio.

On behalf of the management team, I would like to take this opportunity to thank all our employees for their strong commitment this year.

We would also like to thank our customers and partners for their trust and loyalty.

**We wish you all the best for the upcoming festive season and only the best for a successful 2024!**





This interview was published as part of the elproINTERVIEW series, in which a member of the ELPRO management team comments on various topics on a quarterly basis.

#### About ELPRO-BUCHS AG

Founded in 1986, ELPRO is a globally acting Swiss provider of innovative monitoring solutions specifically designed for the highly regulated pharmaceutical, life science, and healthcare industries. As a leader in these fields, ELPRO is a “full service” organization offering state-of-the-art data loggers, cloud SaaS software platforms, including data analytics and a team of validation engineers to support the system integration into their customers’ business processes. ELPRO is part of the Bosch Group.

Find more information at [www.elpro.com](http://www.elpro.com)



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