

PRESS RELEASE

Everything at your fingertips

The new Faller App „Faller CIS“ offers greater transparency in the ordering process

May 2017, Waldkirch. August Faller GmbH & Co. KG continues to expand its digital services: Customers can now download the new Faller App to check the status of their orders conveniently and flexibly using their mobile device. With this app, Faller is delivering increased transparency within the supply chain process, offering pharmaceutical manufacturers greater planning reliability thanks to the order tracking function. August Faller is the first company within the industry to offer this service.

The new Faller App „Faller CIS“ (Customer Information System) enables customers to easily check the status of their order online – around the clock and from any location. In the past, customers had to contact the sales or order service team via telephone or e-mail to look up the status of their order. With the app, they can now track the progress of their order based on up-to-the-minute information. One of six status messages is displayed: From “Order received – 10%”, “Order in preparation – 25%”, “Order confirmed – 40%”, “In production – 70%”, “Order produced – 90%” through to “Order produced and in delivery – 100%”. The app also informs customers of whether the order volume or delivery date can still be revised. Customers can also flag orders and receive push messages on changes in status.

The requirements for using the app are simple. After downloading the app „Faller CIS“ and completing the one-off registration process, the customer can log in. By entering the order number, article number, order period or product group, the user can immediately browse an overview of the current status of any outstanding orders. The Faller App is now available free-of-charge for iOS and Android from every app store. A desktop version is also available for PCs.

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Three August Faller customers already put the app through its paces during a three-week trial period. Managers from the supply chain and procurement departments of the participating large pharmaceuticals companies were very positive about the app. The testers appreciated the increased transparency in the ordering process offered by the Faller App as well as the time saving potential it provides.

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Faller views establishing a digital infrastructure as essential to remaining competitive and flexible within the industry. That is why Faller is also focusing on greater networking with its customers, partners and suppliers after successfully introducing SAP. The next step toward digitalisation at August Faller is already on the horizon: In summer 2017, the pharmaceutical packaging specialist is rolling out a cloud-based CRM system. This cloud solution is geared towards enabling even better and more comprehensive networking with customers.

Further information available at: www.august-faller.com/app/en

Picture overview:

All photos: August Faller GmbH & Co. KG

-1-

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Customers can now use the Faller App „Faller CIS“ to check the status of an order easily and flexibly on mobile devices.

-2-



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About August Faller Group:

The August Faller Group is one of the leading manufacturers and solution provider of secondary pharmaceutical packaging such as folding cartons, leaflets, labels and combination products. For already 25 years, August Faller has continuously expanded its expertise in the pharmaceutical market. On this basis, innovation and development are consistently focused on customer-specific solutions and patient-friendly products.

The company is one of the first manufacturers to provide product development tailored to the individual customer as a separate service. In terms of pharmaceutical and health care packaging, Faller offers solutions such as serialisation, supply chain management and packaging services.

The services of the subsidiary August Faller Artwork Solutions GmbH are available to customers for artwork management, printing consulting and coordination.

The company group operates in an economical and ecologically sustainable manner and August Faller GmbH & Co.KG has been FSC®- certified since 2011. August Faller GmbH & Co.KG was founded in 1882. At its headquarters in Waldkirch, Germany, and at its other German sites in Binzen, Großbeeren and Schopfheim, as well as in Hvidovre, Denmark, and Łódź, Poland, the company currently has around 1,180 employees.

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