Fenwal has a long history as a pioneer and global leader in the development of products that improve the safety and availability of blood. The company’s roots go back to 1949 with the founding of Fenwal Laboratories and the invention of the non-breakable blood pack plastic blood-collection container. The latest chapter in this history was written last year when Fenwal Inc. was acquired by Fresenius Kabi, a global health care company based in Germany that specializes in pharmaceuticals and technologies for infusion, transfusion and clinical nutrition.

The people, products and unique capabilities of Fenwal were all important reasons Fresenius Kabi decided to add Fenwal to its growing, global portfolio in health care. The company has since accelerated Fenwal investments in innovations that will help shape the future of transfusion medicine for years to come.

Being part of a global, diversified health care company is not new for Fenwal. While Fenwal operated as an independent company since 2007, prior to that, for more than 50 years, it was part of Baxter International, Inc.

“Regardless of our ownership structure, throughout our history Fenwal has worked continually with our customers to develop products and services that help improve the practice of transfusion medicine, making life-saving blood therapies available to the medical professionals and patients worldwide who rely on them. We remain dedicated to our plasma center customers and we will continue to focus and invest in those relationships for the long term,” says Dean A. Gregory, President, Medical Devices, for Fresenius Kabi, North America.
A HISTORY OF INNOVATION AND SERVICE

In addition to introducing the first plastic blood pack, Fenwal launched the first multiple blood pack and sampling segments, the first integrated blood pack unit, the first five-day platelet storage container and the first integral soft housing filter in the United States.

More recently, Fenwal played a key role in developing automated systems to increase the safety and availability of innovative blood therapies. From the first fully automated blood-cell separator to the most advanced aphaeresis technology, Fenwal continues to be a world leader in the development of innovations that advance the practice of blood transfusion.

“While innovation is important and it is something we are proud of as a company, we know today’s customers need more than that to meet their goals,” says Lori Conway, Vice President, Global Plasma at Fenwal. “Fenwal focuses on our customers’ needs and places high priority in becoming a trusted and valued partner.”

Fenwal has a highly experienced plasma field team in the U.S. that offers donor programs and materials, training programs, clinical education and other business solutions. Fenwal technical service support has received Service Capability and Performance (SCP) certification, the global standard for service excellence. Fenwal is one of only 100 companies, and the only company in the blood technology field, to be certified as meeting these stringent global standards. The SCP Standards focus on optimizing performance in a wide range of business process areas necessary to deliver top quality customer service and support. By constantly enhancing performance in these areas, the Fenwal service team is setting the standard for exceptional service in health care.

In addition to the hands-on service and support provided directly by Fenwal plasma consultants, Fenwal has recently enhanced its customer portal, which can be accessed at www.fenwalinc.com. The customer portal is the single online resource for a wide range of information including technical information for operators and service technicians, training materials, product information, plasma center checklists and Fenwal contact information.

“Another big part of our commitment to customers can be found in our continuous improvement efforts,” says Conway. “The Fenwal Production System is how we define our continuous improvement initiative within Fresenius Kabi. We regard continuous improvement as part of our day-to-day culture.”

With a focus on quality products, customer partnerships, continuous improvement and plans for growth and investment, it’s the goal of Fenwal to ensure that its future – and that of its customers - is as successful as its well-known past.

MATT KUHN, Senior Director, Communications, Fresenius-Kabi Corporate Communications

Benefitting from more than 60 years of innovative leadership from Fenwal, the Aurora integrates advanced technology to deliver timely, insightful information about procedures.