

A Letter to Our Customers from Our New General Manager, Brandon Tom

Valued Customers,

As the new vice president and general manager of Biologics by McKesson, let me start by saying I am truly thrilled to lead this wonderful company and the amazing people who provide our services to you and your patients every day. I am also equally excited to connect with you in my new role and share more about our strategy and the near-term opportunities we are pursuing.

I have been a part of Biologics by McKesson as its vice president of Commercial Services for a little over three years and part of the McKesson family for over 12. Throughout my time at this organization, it has never been lost on me that what we do matters. There is almost always a patient at the other end of what we are doing who is counting on us to deliver for them so they can have hope for their future. At Biologics, we have the mantra “start with why,” which encourages our team to always remember the role we play in supporting patients in navigating a fragmented healthcare system. I am so fortunate to have the opportunity to lead an organization that has been built on strong values and a compassionate culture, and I commit to carrying this forward in everything we do.

While there are a lot of exciting things ahead for Biologics, I cannot step into this role at this time without thinking about the unusually challenging times we face in the foreseeable future. We are dealing with one of the worst pandemics of the last century and disturbing continued racial injustice, which is rightfully causing unrest and pleas for necessary change. These are certainly challenges our teams face, but I also believe they represent great opportunity — an opportunity to reflect individually and as an organization and ask ourselves how we might do things differently to create positive change.

At Biologics, we have always prided ourselves on being flexible, agile and resilient — usually when focused on implementing a clinical program for our customers. However, I know we will also leverage those qualities as we navigate the obstacles ahead, and we will end up on the other side as a stronger team and business. More importantly, I have no doubt that if our patients continue to be our north star and we all remember our “why,” then our passion to serve will continue to unite us.

Lastly, you may have heard that we have made some shifts within several of our McKesson business units to provide greater support for you. Biologics is now joining our Provider Solutions business within our Pharmaceutical Solutions and Services (PSaS) business unit. The Provider Solutions team is a group focused on drug distribution, Group Purchasing Organization (GPO) services and practice management solutions to almost 2,500 community oncologists, as well as thousands of physicians across other specialties like rheumatology, gastroenterology, ophthalmology and neurology.

I am confident you will see no changes in how we work together — contacts, service levels or support. The purpose of this change is to further integrate our oncology and distribution businesses, and we believe this reorganization will provide additional synergies that will benefit you.

For patients and providers, this is a continued investment in creating a true oncology ecosystem that leverages our differentiated suite of solutions across the enterprise to give patients more integrated care.

Creating an integrated approach to taking care of patients and working with providers will result in patients accessing therapies faster and being more adherent to their medications, which ultimately results in our shared goal of better outcomes. Additionally, by aligning our pharmacy services with our clinic and hospital distribution channels, we will be able to offer our rare disease partners a strategic approach to delivering medications to orphan populations, regardless of where they may be receiving their medication.

We believe this realignment will enable us to deliver stronger provider and biopharma support in oncology and rare disease, better position us in oncology for providers and payers, and also provide clinics and hospitals with a complementary distribution channel for orphan or rare disease therapies.

There is certainly a lot to look forward to and even more work to do, and I am excited to roll up my sleeves and get started. Thank you for your support and continued partnership. Our team stands ready to answer any questions you may have about this change, so please do not hesitate to contact your account manager or me if you have any questions. I hope for the chance to see you again soon.

Warm regards,



Brandon Tom
General Manager, Biologics by McKesson