

OSAPIENS CASE STUDY

From Rebuilding a Legacy Business to Reinventing Compliance

How Track & Trace powered the success story of Track & Solve s.r.o.

Track&Solve

one platform for
sustainable growth





Track&Solve

„When I took over at 22, our first challenge was to revive the business—**new brands, new suppliers, a new vision**. But it wasn't until we truly understood Track & Trace that everything came together. From day one, osapiens believed in our compliance-at-origin approach. They didn't just deliver software; they helped us build our entire business around regulation. Today, our brands compete across Europe with traceability at their core.“

TIMOTHY FORMAN
TRACK & SOLVE S.R.O.

Background: A Bold New Vision for a Legacy Business

At just 22 years old, Timothy Forman took over his father's cigar-importing business in Prague — a small company grappling with increasing administrative and legal burdens. Alongside his partner Agata Filippova, he embraced a bold pivot: focusing on New World cigars, particularly from the Dominican Republic, Nicaragua and Honduras. They forged new alliances with boutique producers and transformed their vision into Track & Solve s.r.o., reviving the business from scratch.

They only recognized the full implications of the upcoming Track & Trace regulation once they had a deeper understanding of its requirements, realizing it would pose a significant new challenge for their growing business, especially as they sourced many cigars from small boutique producers in the Americas.





Understanding TPD – A Challenge Turned into Opportunity

The TPD Track & Trace system is designed to secure the tobacco supply chain and protect against illicit trade. For tobacco producers and importers, this means implementing systems for serialization, aggregation, and real-time reporting to guarantee traceability and provide verifiable compliance records for every single product unit.

Agata and Timothy quickly recognized that these requirements could easily overwhelm small manufacturers, who often lack the resources and expertise to manage such complex processes. Yet they refused to see Track & Trace as just another box to tick for compliance. Instead, they saw an opportunity: to transform these mandatory processes into the foundation of a strategic service model – one that no one else in the industry had considered at the time.

Rethinking the status quo

The idea: provide Track & Trace support directly at the source. By integrating serialization, aggregation, and reporting into the supply chains of small Dominican manufacturers, Track & Solve s.r.o. could bypass the high service costs typically associated with EU-based service providers and handle a level of complexity that, until then, only large-scale European operators could afford to manage.

This **compliance-at-origin model** allowed boutique brands to stay in the game and even expand their presence in EU markets, even under the looming TPD mandate. Timothy realized that with the right local partner and a suitable software supplier and TPD expert this model could become the standard rather than the exception, especially as he was able to consolidate shipments to all EU countries from one central logistics hub and would also benefit from much lower labor cost compared to the EU – a huge benefit for an industry segment largely dependent on manual labor.



Technology Meets Strategy – The osapiens Advantage

From day one, osapiens partnered with the newly established “Track & Solve s.r.o.” - not just as a technology provider but as a strategic ally. The osapiens HUB for Track & Trace Tobacco is trusted by over 300 enterprises in more than 41 countries and delivers a complete compliance stack covering every layer:

- ▶ Code management for manual and automated manufacturing, integrated with all 27 EU ID-Issuers
- ▶ Warehouse operations
- ▶ Distribution management

To complement these operational requirements, osapiens also provides reporting and analytics modules, along with dedicated support and training for companies of all sizes.

osapiens played a key role in validating the business model, demonstrating how implementing Track & Trace at origin could significantly reduce downstream costs and expand market access.

Building Trust, Driving Transformation: From Prague to Tamboril

In Tamboril, Dominican Republic, osapiens resources worked closely with Track & Solve's local staff to integrate serialization and compliance processes seamlessly into warehouse operations. What began as a technical implementation quickly evolved into a strong partnership. Reflecting the trust and commitment that shaped the collaboration, Agata Fillipova recalls:



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“The team implementing the solution onsite became like family.”

AGATA FILIPPOVA
TRACK & SOLVE S.R.O.



The business, which had initially launched in the Czech market with just 10 brands, has since expanded significantly. Today, built on a robust Track & Trace foundation, it manages more than 30 brands across multiple EU markets and handles over 2,500 SKUs (Stock Keeping Units), encompassing both boutique labels and established names.

Through strategic restructuring and the integration of origin-based compliance, Track & Solve has grown from a locally focused business into a transcontinental operation. Lower infrastructure costs have opened EU market access for boutique producers as well as increased access for smaller EU-based distributors, while early adoption of Track & Trace requirements has positioned the company for sustainable growth and further international expansion.

Today, Track & Solve operates two warehouses, one in Tamboril, Dominican Republic, and another at Prague Airport, with automation and compliance systems continuously enhanced in collaboration with osapiens. A third warehouse in Panama is already in planning, supported by ongoing investment in process automation and a long-term partnership with osapiens.

Results That Redefined the Business

Challenge

- ▶ Legacy business without clear direction
- ▶ EU Track & Trace complexity (May 2024)
- ▶ Market access limited to the Czech Republic
- ▶ High EU vendor costs limiting access for small producers
- ▶ Need for operational scale and automation

Transformation & Outcome

Business rebuilt around compliant New World cigar sourcing and Track & Trace and logistics solutions as an added value for local producers in the Americas and EU-based small distributors.

Full compliance implemented at origin, meeting all requirements ahead of the deadline

Expanded market reach to 27 EU countries through strategic partnerships and an integrated EU TPD Track & Trace solution

Origin-based infrastructure significantly reduced costs, enabling boutique blends to enter EU markets with lower volumes and smaller budgets

Two warehouses established (Dominican Republic and Prague), a third planned in Panama; ongoing automation support from osapiens to meet increasing demand



osapiens: A Full-Stack Solution, Trusted Worldwide

- ▶ osapiens is a clear leader in EU TPD compliance, trusted by more than 300 enterprise customers across 41 countries, ranging from small importers to major manufacturers and distributors.
- ▶ Its full-stack solution covers every operational TPD layer, delivering seamless integration from manufacturing to retail. The system works as a standalone solution or fully integrates with existing ERP and WMS systems.
- ▶ Beyond technology, osapiens drives thought leadership through flagship events such as the Sustainability osapiens Summit (SoS) and active user communities like osapeers.org.



Served by Track & Solve:





osapiens – one platform for sustainable growth

osapiens develops cloud-based software solutions that empower companies to drive sustainable growth across their entire value chain. With powerful data integration and real-time analytics, osapiens supports companies to consolidate, interpret and act on complex operational data and sustainability metrics.

The osapiens HUB – a scalable, AI-powered platform – combines over 25 solutions to enhance operational efficiency and sustainability in two core areas: **Transparency solutions** enable companies to map and monitor their entire value chain to mitigate supply chain risks and comply with regulatory requirements such as EUDR, CSRD and CSDDD. **Efficiency solutions** facilitate operational excellence by streamlining maintenance processes, optimizing asset performance, and enabling efficient planning, scheduling, and field service operations.

Headquartered in Mannheim, Germany, osapiens works with an international team of over 500 employees to support more than 2,000 customers worldwide.



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2000 + Customers

60 + Countries

500 + Employees

60 + Nationalities