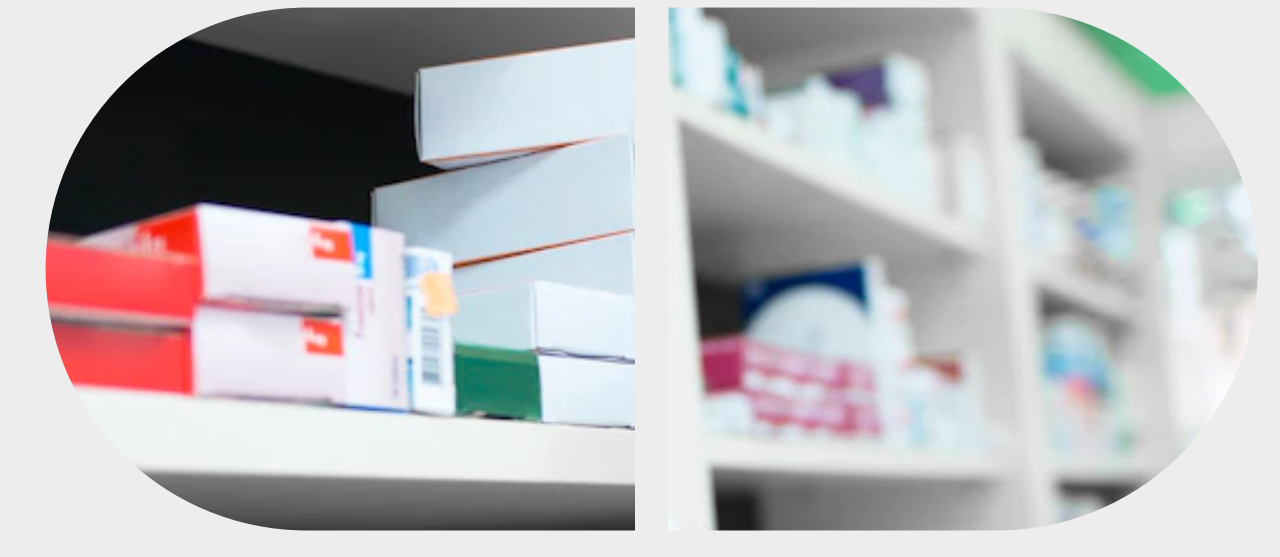


CASE STUDY | MICROSOFT DYNAMICS 365 | HEALTHCARE

Upgrade ERP to Manage Growing Retail Operations



A fast-growing **Pharmacy Chain** in UAE with 100+ stores and clinics selected Microsoft D365 Commerce and Supply Chain solutions along with TSC's ISV solution for Pharmacy industry to transform their core operations. They wanted to:

- Have a robust commerce solution to handle the complex Pharmacy operations
- Streamline the insurance approval process to reduce wait time for customers
- Improve operational agility with better store replenishment, tracking of shipments and real-time monitoring of activities

PAIN POINTS

- Frequent stock outs at pharmacies due to replenishment issues
- Batch tracking - Trace and monitor groups of items with similar properties
- Expiry tracking - Make sure medicines are dispensed correctly and ensuring medicines are not expiring unsold or being dispensed after expiry
- Clinics did not have real-time visibility into inventory at company's pharmacies to suggest prescriptions to patients

SOLUTION

- Implemented Dynamics 365 Commerce and Supply Chain Management solutions along with integrations to Finance and HIS systems
- Implemented proprietary Pharmacy solution to handle core operations, insurance approvals, bank reconciliations, return management, expiry tracking, etc.
- Post-implementation TSC continues to support the company and helped implement Tatmeen integration

RESULTS

- This digitalization of processes helped minimize the validation and return time, saved sizeable manpower and manual labor that goes into the distribution network, and improved accuracy of data and authenticity of the order placed that is seamlessly verified through the solution.
- With the Landed Cost functionality, the client was able to get the actual cost of shipment, which would get distributed automatically to all the purchase orders.
- With the Advanced Warehouse Management module, client was able to automatically reserve inventory quantities for a particular sales order, thereby avoiding errors, stockouts, and confusion when dealing with individual client preferences.