CASE STUDY

Pharmacy Manager

Client

A leading pharmacy company in North America was experiencing rising per member per month processing time costs because of complex compliance and reporting needs. It was looking for an integrated solution to provide its staff and customers a consolidated user interface with single entry point to other in-house Workflow, e-Prescription, Point of Sale and scanning systems.

> Our extensive experience of in Pharmaceutical, Healthcare and Commercial Market helped us to secure this project.

Business Solution

Pharmacy decided to consolidate their systems to help them overcome the administrative, technical, procedural and regulatory obstacles. A solution, that maximizes usage of the current technology to create a configurable and flexible solution that can adapt quickly to Regulatory needs & Market demands. With client operating in multiple jurisdictions, it should meet their specific needs.

Our approach began with flexibility, to ensure that the multi jurisdictions needs are met. The system should be easy to operate and produce fast results. Provides users friendly and integrated system to view information and operate from a common consolidated dashboard. It should robust enough to handle security and online data reporting needs.

Challenges

1. Providing single integrated dashboard for users & customer to view information and process systems functions.
2. Quickly configurable to market demand and regulatory changes.
3. Robust system security and search.
4. Complex reporting and regulatory data submission in the range of millions.
5. Use of current technology and quick integration with other systems.
6. Complete within tight timelines and limited budget.
7. Client IT was looking for system that is configurable with low maintenance cost.

TSI Approach

Tanisha Systems conducted detailed review of current design and process in order to develop our strategy to implement a solution to implement process to bring quick turnaround at lower cost.

1. 30 days Initial Review, to understand the needs of various stakeholders, business process technology needs and to set clear expectation and goals.
2. Combination of onsite and offshore team structure to better manger communication, lower the cost and faster delivery.
3. Implement Service Oriented Architecture, table driven, form builder-based approach to create system that adapt regulatory changes quickly and can manage business rules by jurisdictions.
4. Use off-the-self tested components/solutions, example Workflow, Document Management etc., to get the advantage of their rich features and save time.
5. Thorough review and implement correct strategy helped us to deliver the project On-time & On-Budget.
6. With close collaboration with user and client IT team we were able to do the knowledge transfer in very short period of time.

Project Outcome

1. Automated business process helped client to reduce the total time to handle a single customer by 50% resulted in customer getting quick response and the company was able to bring down the total cost.
2. Automated data transfer format result into less failure and penalties form regulatory bodies.
3. Form builder and table-driven business rule helped client to quickly adapt to regulatory compliance changes and bring down the system changes cost by 50%.

With our experience with Pharmacies, Medicare & Healthcare ....

We know that our customers' need a technology that can configure quickly to complex regulatory and market changes. We have a team that can support your needs in more innovative, cost effective way that empower you to achieve and exceed their business goals.