



## eXensys Micro Vertical Solution

Micro-Vertical – Drug Stores

**C**ustomer **R**etention



# Agenda

*Industry Overview*

*Industry Characteristics \ Highlights*

*Key Processes 'n' Challenges*

*eXensys Best Practices*

# Industry Overview

## Micro-Vertical – Drug Stores

**Drug Store** is a common term for a type of store centrally featuring a pharmacy. Drug stores sell not only medicines, but also miscellaneous items such as candy, cosmetics, and magazines, as well as light refreshments. It stores all kinds of health care medicines, oral care Skin care, hair care, makeup and accessories and personal care.



Medicines & Cosmetics



# Key Processes 'n' Challenges

## Micro-Vertical – Drug Stores

### Key Processes

- Inventory management
- Work force optimization
- Research & Development
- Quality Control
- Returns
- Accounts Management & Legal\Statutory Compliance

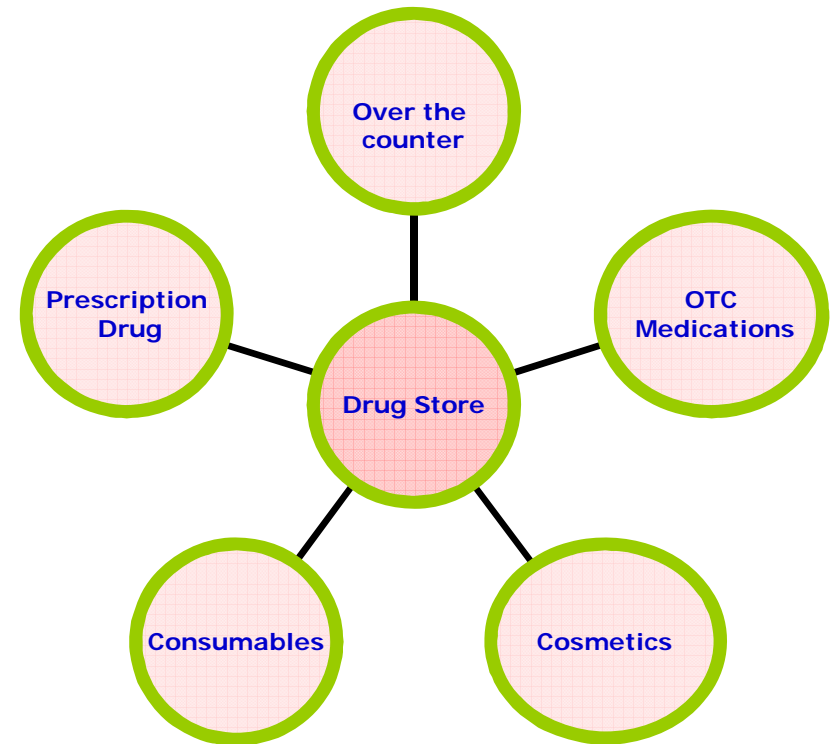
### Challenges\Pain Areas

- Batch verification of new prescription
- Bar coding & Cycle refilling
- Multi Store capability
- Internet refill request: Allows patients to request refills-access via internet where pharmacists can then verify/ok the request
- Prescription verification of label to dispensed medication, complete billing and account receivables, Retroactive rebilling and review, electronic signature capture, Single or multiple claims transmitted for each patient , Return Credit, Flexible pricing Schedule
- Inventory Optimization

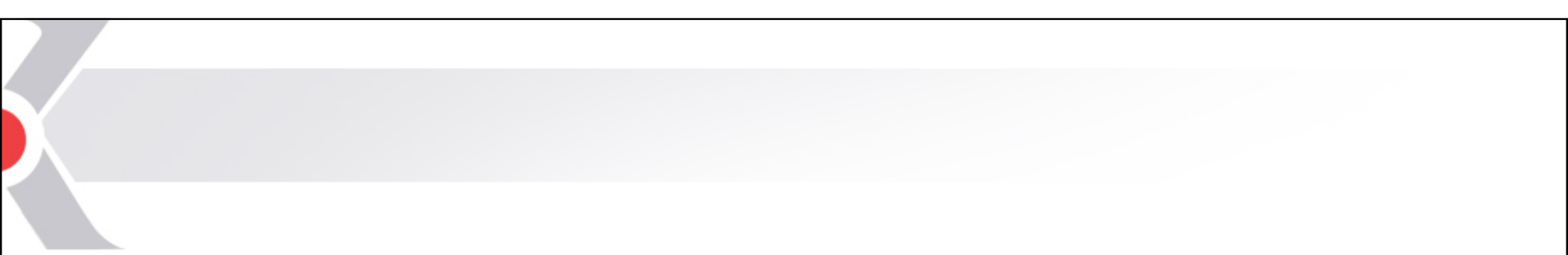
## Industry Characteristic

- According to the NACDS there are 55,000 drug stores operating in the US today, of these 35,000 operated by traditional chain pharmacies.
- Competition is fierce in the industry and profits margins are thin. As a result, the last decade has seen the growing trend of acquisition and consolidation with the number of independent drug stores slowly decreasing. Mail order pharmacies have begun to establish a strong foothold in the industry as well.
- The Drug Store industries relies on four main product categories for a large percentage of total sales: prescription drugs, over the counter, (OTC) medications, toiletries and cosmetics. Other categories commonly sold includes: consumable, stationeries, photo finishing services and house wares. prescription drug draw customer to the stores and common strategy sees drug stores placing pharmacies toward the rear of the store on order to drag traffic through.
- Chain operators generally buy drugs and other products directly from manufacturers and distribute them to their stores through a warehouse system.

## Micro-Vertical – Drug Stores



S. No	Pain Areas	Why Do Companies Fail?	eXensys Best Practice
1.	<ul style="list-style-type: none"> <li>➤ Batch verification of new prescription</li> </ul>	<ul style="list-style-type: none"> <li>➤ Proper Verification of Batch is tedious process</li> <li>➤ Multiple batches</li> </ul>	<ul style="list-style-type: none"> <li>➤ Exensys batch management gives better control on lot, reverse tracking of lot. Batch posting and reversals - handle multiple batches</li> </ul>
2.	<ul style="list-style-type: none"> <li>➤ Bar Coding and Cycle refilling</li> </ul>	<ul style="list-style-type: none"> <li>➤ Not able to track the Bar code in to the system</li> <li>➤ Prescription entry and refills performed ineffectually</li> </ul>	<ul style="list-style-type: none"> <li>➤ Exensys uniquely integrated with bar code, RFID, magnetic stripe card reader, cash rawner, and so on facilitating scale with ease</li> </ul>
3	<ul style="list-style-type: none"> <li>➤ Inventory Optimization</li> </ul>	<ul style="list-style-type: none"> <li>➤ Optimize Inventory tracking</li> </ul>	<ul style="list-style-type: none"> <li>➤ Optimize Inventory tracking Lot, bin and serial number tracking</li> <li>➤ Inventory replenishment through re-order levels or manual requisitions</li> <li>➤ Barcode ticketing (EAN standards with UPC symbologies) and scanning of items</li> <li>➤ Supports multi-level warehouse structure by providing accurate inventory visibility</li> <li>➤ Warehouse structure can be modeled as per an organization's requirement</li> </ul>
4.	<ul style="list-style-type: none"> <li>➤ Prescription verification of label to dispensed medication</li> <li>➤ Complete billing and account receivables</li> </ul>	<ul style="list-style-type: none"> <li>➤ Billing process are not effectively.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Billing process enables flexible options like cash, credit or debit cards, coupons or gift vouchers to suit the retail-specific needs.</li> </ul>



**Thank You!**