

Success Story



Client Solutions and SAP Help Large Pharmacy Chain Gain Valuable Insight and Improve Decision Making, While Enhancing Customer Service

The Challenge

While launching an express prescription service, an online store and a loyalty programme, Lloyds Pharmacy Group was also faced with the prospect of increasing its amount of stores from 74. Ensuring the group could manage these developments without restricting ambitious growth plans was critical to the businesses success. External factors in the healthcare landscape such as exacting customer expectations, regulation and compliance requirements, also created concerns for the group.

The Solution

Lloyds decided a single ERP Solution to be used by over 1000 users across a vast network of pharmacies across the country. With such a large roll out the system was required to be sophisticated, scalable and robust. Client Solutions were chosen as the implementation partner due to our experience, professionalism and ability to deliver a solution that met the groups needs.

Lloyds decided on the SAP Industry Solution Retail (ECC 6.0) in a package which included business warehouse, point of sale data management and merchandise industry management. The solution was rolled out to all pharmacies across the country on a big bang implementation with each pharmacy going live with procurement and inventory management functionality.

The Result

The resulting benefits from the implementation were clear from day one. Access to valuable information enhanced, allowing the business to make decisions quicker and more accurately. Helping the group identify and capitalise on opportunities as they arise and supporting the group in gaining competitive advantage. The SAP solution also supported the business in gaining increased efficiency and maximizing customer services as it enabled colleagues to spend more time with customers, providing expert advice and assistance.

"SAP has empowered our pharmacists to spend more time with our customers, providing expert advice and assistance, all core values of the Lloyds pharmacy experience."

Michael Keating (Finance Director)

LloydsPharmacy

About Lloyds Pharmacy

- One of Ireland's largest Pharmacy Chains
- 86 branches across the country
- Employ almost 1000 people



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Get in touch

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