Leading Pharmaceutical Company **Increases Efficiencies by 20% with Aptean Proof of Delivery**

Industry
Pharmaceutical

Product
Prescriptions

Challenges

» Manually planning deliveries and high volumes of paperwork

» GDPR concerns and tech-challenged delivery staff

» Meeting high number of delivery requests

Benefits

» Company has shown marked growth in home deliveries since adoption

» Multilingual proof of delivery application eased communication with customers

» Lowered costs due to automatic tracking of regulated controlled substances

» Gained 20% greater efficiency in home delivery operations

A national pharmaceutical company that serves communities throughout the U.K. chose Aptean's Proof of Delivery software to better manage their delivery operations. Prior to installing the software, manual planning processes and excessive paperwork hampered delivery fulfilment. The company needed a solution that would enable more efficient delivery operations.

The Challenge

As home delivery operations exploded with the pandemic, inefficient planning processes were putting a strain on delivery processes and limiting the number of deliveries being made. With almost 30,000 online customers, the company faced several operational challenges.

The biggest challenges for this growing pharmaceutical brand were manual planning, endless paperwork, and disparate computer systems in every location. They needed a solution that would not only link all the systems but would also help increase home delivery efficiency and ensure patients were receiving their prescriptions in a timely manner.

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The Solution

After careful consideration, this leading pharmacy decided to implement Aptean Proof of Delivery to increase efficiency by optimizing routes, cutting manual processes, eliminating extraneous workers, and implementing automated proof of delivery modules. This helped the pharmacy expand their home delivery operations and maintain excellent customer service, while reducing operational costs.

The Benefits

At first, the company was reticent about new technology because the majority of their delivery drivers are elderly. However, the intuitive, user-friendly mobile interfaces have allowed even their tech-challenged staff to use the software with ease.

Previously, every pharmacy location only kept records of their own prescriptions. Information was siloed per location, so there was no way of knowing if duplicates had been issued, nor could they pull up information about customers at other locations. This new advanced proof of delivery system linked all the systems and enabled consolidation of deliveries, which was crucial for maximizing efficiency.

In addition, delivery drivers had no set routes—instead, they just grabbed whatever deliveries were ready and went on their way. Each store had to always have someone on staff to manage the delivery operations; now, one person can track and manage deliveries of several locations at any given time. Drivers know and understand what their tasks are each day and can complete more deliveries in less time. All of which led to happier customers and steady growth.
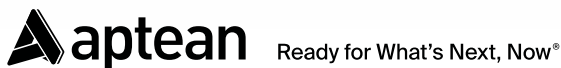
With Aptean Proof of Delivery, the pharmacy can now track every delivery, while still maintaining secure customer data under strict GDPR guidelines. They have reduced delivery times and increased efficiency of in-store operations – eliminating the need for manual planning processes and piles of paperwork. Aptean's straightforward solution has improved visibility and maximized accountability across their delivery operations.

Are You Ready to **Learn More?**

Ready to meet and beat your delivery and challenges? Discover how Aptean Proof of Delivery can optimize your operations, now.

Contact us at **info@aptean.com** or visit **www.aptean.com**.

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About Aptean

Aptean is one of the world's leading providers of purpose-built, industry-specific software that helps manufacturers and distributors effectively run and grow their businesses. With both cloud and on-premise deployment options, Aptean's products, services and unmatched expertise help businesses of all sizes to be Ready for What's Next, Now®. Aptean is headquartered in Alpharetta, Georgia and has offices in North America, Europe and Asia-Pacific.

To learn more about Aptean and the markets we serve, visit **www.aptean.com**.