

A SUCCESSFUL SERVICE INITIATIVE FOR GERMAN PHARMACIES

Challenge

Delivering quality, personalized service to patients when dispensing medicinal products is the core mission of pharmacies and one of the key factors in their financial success. For this reason, pharmaceutical wholesaler Andreae-Noris Zahn AG (ANZAG) constantly looks for new ways for pharmacists to streamline and simplify availability checks and order processes so that they can devote more time and attention to their customers.

Solution

Using a solution built with Software AG's Adabas, Natural and webMethods EntireX, pharmacists can submit an availability request directly to the ANZAG inventory control system using their local pharmacy software—all at the push of a button. They also can place an order immediately if the item is in stock.

Benefits

- Just four drug availability checks in an hour save pharmacists more than one hour a day
- More than 11 million product availability requests processed a month
- Pharmacists can devote more time advising customers
- Promised delivery times now met at the point-of-sale
- Enjoys widespread acceptance among major pharmacy software suppliers: almost all of these suppliers have integrated the online service into their products. Over 98% of pharmacies in Germany can as such be considered potential users of the ANZAG solution.
- Online checks are completed in seconds, thanks to reliable inventory control system built using Adabas and Natural and integration via webMethods EntireX



**Intelligente Lösungen
für Ihren Erfolg**

ANZAG, based in Frankfurt, Germany, is one of the largest pharmaceutical wholesalers in Germany. With 24 facilities, ANZAG features the sector's most extensive distribution network. In addition, ANZAG has several subsidiaries and holds stakes in multiple healthcare logistics and information services companies. The company and its more than 3,000 employees generated over EUR 3.8 billion in revenue in the 2008 financial year.

Get There Faster.™

“With our integrated micrologistics system for distributing medicinal products, we are the system leader in the German pharmaceutical wholesale business. The technology of Software AG has contributed in no small measure here in helping us rapidly implement innovative concepts.”

Rolf Magold | Head of IT | Andrae-Noris Zahn AG

Setting the highest standards in logistics services

The pharmaceutical wholesaler acts as a hub between 1,500 pharmaceutical companies and the 21,500 pharmacies in Germany and aims to operate at the highest standards in logistics services. ANZAG is the system leader in this sector, thanks to its integrated micrologistics system.

The system, launched in 2001 and upgraded continuously, received the German and European Logistics Awards. It covers the entire supply chain between producers and pharmacists, from procurement and inventory control to order management, delivery and returns management.

Building a high-performance micrologistics system

Pharmacists benefit on many levels from ANZAG's logistics expertise. Of the some 280,000 medicinal products listed in Germany and other standard pharmacy products, pharmacists can carry only on average 5,000 - 8,000 items in stock. When a required product is not on hand, pharmacists want to serve their customers as quickly as possible—and that's where the ANZAG micrologistics system comes in.

ANZAG refers to itself as the “external warehouse” of pharmacists and has some 120,000 items in stock at any time. If a pharmacist doesn't have a particular item in stock, he can order it from ANZAG, which makes deliveries to as many as 12,000 pharmacies several times a day. Warehouse throughput times at 24 ANZAG locations throughout Germany are never longer than 20 minutes. In most cases, it takes just two hours, at most four, from the time the order is received until shipment depending on distance to the pharmacies.

Additionally, the system performs many administrative tasks, such as paying the supplier on behalf of the pharmacist. This gives pharmacists more time to provide advice and other services to customers.

Saving time with online service

The WaPha inventory control system is a major component of the ANZAG micrologistics system. In 1988, the wholesaler decided to implement the inventory control system using Software AG's Adabas database management system and the Natural development environment.

Today, WaPha processes more than 11 million orders each year, involving 170 million individual items. More than 95% of orders are submitted online. At peak times, more than 40,000 order items are processed in a 15-minute period, and the system has proven to handle more than 150,000 database accesses per second. This performance data, combined with top-level reliability, make Adabas the “top choice” in database management systems, according to Rolf Magold, head of IT at ANZAG.

Thanks to the system, ANZAG has been able to exploit the potential the Internet offers for pharmacies early on. According to project manager Reiner Jennemann, the company worked according to the principles of a Service-Oriented Architecture (SOA) and focused on providing online access to the WaPha's main Natural functions.

Since the project began, ANZAG has used the broker and wrapping functions of webMethods EntireX to offer online access to a complete range of products and to integrate a series of custom and standard applications, including SAP, into WaPha.

The next logical step was expanding access options. Instead of placing a call or logging onto WaPha each time the pharmacy does not have an

item in stock, the pharmacist can now access WaPha online using his local pharmacy software to check whether an item is available and, if it is, order it.

The new process takes two seconds, down from two minutes. At first glance, this may not seem like much. But, when time savings are added up, pharmacists can save on average more than one hour per day and focus more on performing the actual duties of a pharmacist. This is something the major suppliers of pharmacy software have also recognized and why they have integrated the free ANZAG online service into their software packages. More than 98% of all pharmacies stand to benefit from this new and faster process.

KEY COMPONENTS

webMethods EntireX integrates a range of standard and individual applications.

Adabas and Natural are used to develop and operate vital company software solutions.

ABOUT SOFTWARE AG

Software AG's 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers' goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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