ORION ERP Suite helps City Pharmacy, a UAE-based pharmaceutical company, smoothen its finance and inventory management processes

The customer

The client, City Pharmacy, is an Abu Dhabi-based pharmaceutical trading and distribution company that supplies products to distribute to 320 retail pharmacies in addition to supermarkets, duty-free shops and private and government hospitals. The client also has branch offices in Dubai, Sharjah and Al Ain. The client distributes pharmaceutical products, laboratory and hospital equipment, medical disposables and dental products in its markets.

Challenges

Prior to the implementation of ORION ERP software, the client was using a decentralised ERP system in which each department had its own module. The ERP modules were not interconnected and hence information processing and reporting was a lengthy and error prone process. Moreover, the client was dealing with world-class pharmaceutical companies that had stringent reporting compliances which the legacy ERP software could not meet.
Solution

City Pharmacy was looking for an ERP solution that could be tailored to meet the unique requirements of their business. 3i Infotech’s ORION ERP solution was recommended by their Bahrain-based sister concern that had used the software and had a satisfying experience with the same. ORION was chosen as it was highly customisable and fit within the client’s budget.

The ORION Enterprise Distribution Suite and ORION Retail Suite was implemented and included the following modules: Financial Management, Operations Management, Procurement & Inventory Management, Project & Job Management, Document Management System, Payroll Management, Compliance Management, and Warranty Management.

The solution implemented ensured that the client met the stringent reporting compliances of the industry and a certificate of conformity was provided.

Benefits

The client achieved the following business benefits:

- A centralised ERP system across all departments
- Quick availability of accurate information
- Reports that are compliant with industry regulations
- Faster warehouse to market time
- Improved customer satisfaction
- Easy financial tracking