ZEBRA

Leading Romanian Pharmaceutical Distributor Deploys AlgoPlanner Software On Zebra's Touch Computers To Optimise Route Planning And Manage Deliveries

ABOUT FARMEXIM S.A.

Founded in Bucharest in 1990, Farmexim S.A. is the largest independent distributor of pharmaceutical products in Romania, operating more than 350 vehicles and utility vehicles nationwide. It delivers in excess of 7,000 SKUs to over 3,900 customers at more than 6,600 delivery points throughout the country; customers include high-street chemists, hospitals and health stores. Farmexim registered a turnover of over 1.85 billion lei in 2016 and a profit of over 18 million lei.

Challenge

To manage its deliveries, Farmexim previously used a paper-based process. Delivering nationwide from 12 warehouses, with a strict First Expired First Out policy, whilst also having to adhere to complex legislation relating to the pharmaceutical industry meant the company faced various challenges and had very comprehensive requirements when looking at the automation of these processes.

Following a tender process, Farmexim partnered with Danish-based software company AlgoPlanner for the deployment; AlgoPlanner, a long-term Zebra partner, and its Romanian deployment partner, Glykon, spent a long time drilling down into Farmexim's exact needs. As the project progressed, it became clear that Farmexim's existing logistics processes could be improved and developed on various levels. The partners have worked together with Farmexim not only to deploy an optimal software and hardware solution, but also to review and enhance many of Farmexim's distribution processes.

SUMMARY

FARMEXIM

Customer
Farmexim S.A.

algoplanner

GLYKON®

Partners
- AlgoPlan Technologies ApS
- GLYKON S.R.L.

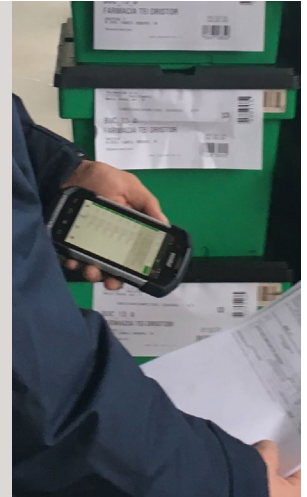**Industry**
Pharmaceutical Distribution

Challenge
Farmexim wanted to automate its delivery processes to improve operational efficiencies and drive cost savings

Solution
- Zebra TC75 Touch Computers
- AlgoPlanner software

> "Our drivers have embraced the new technology. They find the Zebra touch computers to be robust and reliable, with functionality similar to their own smartphones, and software to be user-friendly. All in all, the solution is enabling our drivers to work much more efficiently. We have essentially eliminated the risk of forgetting a package or a document by introducing the integral load scan functions in AlgoPlanner, and dispatchers and drivers can now also make last-minute decisions about changes en route, for example, with the confidence that these will be automatically documented. This has not only made work much easier for the drivers, but also eliminated a lot of back-office work; our dispatchers are fully informed in real time, meaning they can be proactive rather than reactive. We are saving a lot of time and money and customer satisfaction has significantly increased. We are looking at introducing more improvements as we move forward with AlgoPlanner. It's an exciting time for our business."

Robert Ioniță, IT Manager, Farmexim

Solution

Each Farmexim delivery driver receives a detailed delivery schedule via the AlgoPlanner app running on their Zebra TC75 Touch Computer for their delivery waves; there are two daily waves from the Bucharest hub and three or four from other warehouses, where drivers cover shorter distances on delivery runs.

Using the app, drivers can reschedule deliveries – where a client has closed a shop early, for example – consolidate orders, take updated delivery instructions, assist other drivers who have fallen behind with deliveries and confirm which documentation has been processed, all whilst en route. All information can be uploaded and downloaded to Farmexim's back-office systems via the AlgoPlanner app. Route information is also recalculated constantly during the day, taking into account factors such as traffic, roadworks and the time of day. In this way the drivers can choose the quickest available route at the time and dispatchers can immediately see route changes and adapt schedules accordingly.

The back office teams, meanwhile, have real-time information relating to each driver and each delivery; they can quickly see on a map where their lorries are and can refer to a real-time schedule to see which deliveries or pickups have already been made, and which are at risk of falling outside a time window enabling them to proactively address each potential issue before it actually occurs. Dispatchers can also immediately see if, for example, a POD is missing from a delivery and can rectify the situation by sending an electronic copy to the client. Moreover, staff do not have to wait until a delivery wave is over to receive the relevant paperwork.

Results
- Increase in on-time deliveries
- Improved driver efficiency and autonomy leading to significant time savings
- Fully automatically documented delivery processes
- Real-time information and traceability across the business, with electronic PODs
- Reduction in back-office work
- Substantial cost savings and fast ROI due to reduced fuel bills and faster invoicing cycles
- Further savings due to improved route planning, which allows the rescheduling of drops
- Greatly increased customer satisfaction
- Successful deployment due to tailored, far-reaching consultative approach to project

Results

AlgoPlanner, running on Zebra TC75s addresses many of the issues faced by complicated logistics businesses in an industry that can be affected by countless, ever-changing factors. AlgoPlanner is an immense, relentless calculator, which constantly evaluates and recalculates delivery routes and schedules to assist customers to make as many correct, on-time deliveries as possible.

AlgoPlan Technologies delivered a tailored, consultative solution to automating Farmexim's delivery processes and, although some legislative procedures still need to be documented on paper, the app has led to significant improvements in driver efficiency and traceability and a significant decrease in back-office work. Costs and time have been saved due to faster information flow relating to delivery processes, and the resulting

invoicing cycles and legislative procedures. And, most importantly, as more deliveries are being made on time and back-office staff are better informed to flag up any potential issues in advance, customer satisfaction levels have significantly increased. Farmexim is currently looking at ways it can further increase the functionality of the TC75s and AlgoPlanner in its business.

FOR MORE INFORMATION, PLEASE VISIT: WWW.ZEBRA.COM

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