

***Leopard Systems
prescription aids
Chemist Warehouse
to reduce costs***



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Ryan Calvert

IT Technical Specialist - Business Systems

Service offering streamlines device spares pool by 75%

The Challenge

Following a 12 month supply chain project that led to a review of its entire distribution operations, independent pharmacy group Chemist Warehouse realised improvements were needed in the way its distribution centres facilitated the warranty returns process for faulty scanning technology.

Previously, the group managed its own spares pool, but devices were regularly deployed or unavailable while staff waited for repaired devices to be returned. With insufficient device spares to go around, staff would fall behind with distribution picking duties and miss their targets.

“On average, our repairs cycle took 20 days from the time of ticket lodgment to returning the device back into production. Sometimes it could take months” says Ryan Calvert, IT Technical Specialist - Business Systems. “Often we would assign extra resources at peak periods to deal with all the repairs. Sometimes the business would then be forced to bring on additional resources once handhelds were returned into production, so stock could still make it to the retail stores.”

The Solution

An efficient picking system was imperative and this meant an investment in new hardware. As Chemist Warehouse had already collaborated with Leopard Systems on rectifying hardware failures within its previous fleet, the partners began discussions around device suitability and fleet management.

Chemist Warehouse considered a variety of hardware models from four different vendors. As a hardware multi-vendor, boasting numerous partnerships with the world’s leading mobility technology specialists, Leopard Systems has the knowledge and expertise to assist clients when making an informed device selection.

Leopard Systems worked with Chemist Warehouse to evaluate and select the most appropriate handheld mobile computer for their requirements based on a number of key performance metrics. The rugged device selected survived multiple drop tests from 1.8 metres onto concrete, met and exceeded MIL-STD 810G and provided for IP64 sealing protection.

“Impressed with Leopard’s recommendations, we decided to heed their advice and procured the ruggedised hardware, warranty and other consumables, including Leopard’s turnkey service solution, LeopardCare,” says Ryan.

LeopardCare is a signature suite of after-market services including fleet management, image creation and provisioning.

With Fleet Management, Leopard Systems maintains a pool of spare devices and manages the efficient return of devices to and from the manufacturer for warranty or contract repair. All device movements are recorded and reported daily to the client for asset tracking purposes. Clients also receive monthly service level agreement reviews.

Fleet Management is ideal for clients with fleets of 100 to 10,000+ devices as part of a standalone service, hardware sale or repair support service. Device Staging ensures that all devices returned from the spares pool will be configured, preloaded with a client’s standard operating environment and tested prior to being deployed.



The Results

After a thorough market evaluation, Chemist Warehouse converted its Western Australia distribution centre to Leopard’s turnkey solution, including complete device staging, all accessories and LeopardCare. With the success of WA, shortly afterwards followed New South Wales, Queensland and finally the main distribution hub in Victoria.

Now, instead of limited visibility of spare devices, Chemist Warehouse has a reduced minimal spares pool servicing a substantial fleet of devices and IT engineers receive a daily spares pool asset movement report.

The report allows Chemist Warehouse to identify if particular distribution centres are experiencing more issues than others, implement new processes to reduce the number of breakages and analyse common problems.

“In the past, processing broken devices would have amounted to 20 per cent of a full time employee’s work. Now, we fill out one Leopard Systems’ form and they do the rest, saving us time and money,” says Ryan.

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Chemist Warehouse is now collaborating with Leopard Systems on new initiatives that provide for increased visibility of information across their fleet with greater insight into device life cycles and future procurement.

About Leopard Systems

Well regarded within the Transport & Logistics, Field Service, Retail and Supply chain sectors, Leopard Systems leads the way with its signature suite of enterprise mobility solutions and services designed to increase efficiencies, reduce input error, lift productivity and increase the bottom line.

www.leopardsystems.com.au

About Chemist Warehouse

Chemist Warehouse continues to be at the forefront of pharmacy in Australia. With over 8000 staff members, 300 retail stores and online shopping 24/7, Chemist Warehouse is Australia’s largest pharmacy retailer. Chemist Warehouse only sell products approved for sale in Australia by the relevant authorities.

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