Think Pharmacy

Data Analytics

About Think Pharmacy

With headquarters in Brisbane, The Think Pharmacy Group is comprised of 25 pharmacies throughout Australia. Their vision is to pioneer processes and technologies in order to deliver effective health solutions for the community. Think Pharmacy Generation 2, dubbed the next generation Community Pharmacy, has just been launched. This new and unique concept of pharmacy is the first in Australia. It integrates numerous initiatives, including Think Pharmacy Online to create an unparalleled "health experience". The new pharmacy concept is all about giving you access to the best health solutions from wherever you happen to be – home, work or at the pharmacy.

Client Challenge

"In order to provide these leading-edge solutions, we are heavily reliant on technology, both in terms of applications and the network infrastructure on which they operate," said IT Manager Martyn Baldwin. "We had been looking for ways to improve our business through the use of business intelligence and IT. Challenges included inter office communications and data consolidation, Reporting and KPI measurement. Without the experience and knowledge in house, we looked to commission a suitable partner to manage the project from Think Pharmacies perspective.

We chose to work with Queensland based Business Intelligence specialists Apache. As a Microsoft Gold Partner, they not only technical skills to assist with the technologies utilised but the project management skills necessary to coordinate and manage a successful outcome for Think Pharmacy.

Apache was commissioned to design and develop a Business Intelligence solution to deliver visibility across all pharmacy operations. They did this by bringing the data together into a centralised Data Warehouse. From there Apache was able to use the Microsoft BI toolset to give management access to the right data at in the right format at the right time.

Scorecards and KPI's were implemented to enable us to find and address inefficiencies in our business and find new opportunities to improve our profitability.

Phase 1 of the project was completed in three months and within the original budget estimate.