



TADAWI for Good Health

الرعاية في متناول يديك

Customer Profile

Headquartered in Riyadh, kingdom of Saudi Arabia, Saudi Tadawi Health Care Company ("Tadawi") is the largest distributor of pharmaceuticals and healthcare products in Saudi Arabia. It is also one of the top three pharmacy chains in Saudi Arabia & operates more than 450 pharmacy stores and has annual revenues of more than SR 1 bn. Tadawi operates in both retail and wholesale businesses.

The Challenge

Tadawi has grown by multiple acquisitions and, as a result, has multiple heterogeneous systems with overlapping functionality and little or no integration at all. Top issues at the pharmacies include selling of expired medications, inventory overstocking, no real inventory status, connectivity issues between pharmacies and corporate systems, not being able to handle returns, not being able to support complex deals/discounts/promotions and many other data inconsistency issues leading to out of balance in inventory, sales and earnings reports.

The Solution

Tadawi selected the world class Oracle Retail store solutions applications including Oracle Retail Point of Service (ORPOS), Oracle Retail Back Office (ORBO), Oracle Retail Central Office (ORCO) and Oracle Retail Store Inventory Management (ORSIM) modules to be implemented and integrated with Oracle's E-Business suite. With the goal of finding the right implementation partner with extensive experience in Oracle Retail implementations globally, Tadawi has selected Versant Technologies through a comprehensive RFP process.

Versant began the implementation with an in-depth study of Tadawi's business process and was quickly able to map most of the business processes to standard functionality in the Oracle Retail Suite while others were identified as customizations required for meeting the business critical requirements. Some of the customizations included handling credit/insurance customers, building Store Inventory Management (SIM) offline functionality to overcome the connectivity issues and proper accounting and control around the Cash Collector/Cash pickup functionality.

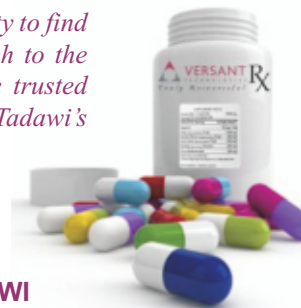
Big Wins

- ✓ Better fraud control over sales & returns
- ✓ Insurance & Credit Customers handled
- ✓ Proper accounting of Cash & other tenders
- ✓ Fully integrated system all the way from POS to Financials
- ✓ Clear visibility of inventory across the chain
- ✓ Improved Control over expired/near expiry medications
- ✓ Accurate inventory management even with connectivity issues (SIM offline)
- ✓ Unlimited MIS reports at Store and HQ
- ✓ Easy to maintain single/unified platform

"Versant's professionalism, understanding of Tadawi's unique requirements and ability to find simple and efficient solutions for complex situations has epitomized their approach to the overall implementation. Versant was not just a service provider but they became trusted advisors and played a critical role in the success of Oracle Retail implementation for Tadawi's retail business."

Tadawi is confident that, in Versant we have a partner that is capable of any retail implementation for ambitions growth and diversification"

-Eng. Galal Mokhtar, Acting CIO, TADAWI



Modules Implemented . .

- Point of Service (ORPOS)
- Back Office (ORBO)
- Central Office (ORCO)
- Store Inventory Management (ORSIM)
- Offline SIM
- Offline Stock take
- JBOSS Application Server



Saudi Tadawi Health Care Company
PO Box 27154, Riyadh 11417,
Kingdom of Saudi Arabia,
www.tadawigroup.com