



## Case Studies

# Customer Success Story: Learn how Arrotex Improved its Supply Chain by Integrating Replenishment Planning with Demand Forecasting

## Arrotex's Story

In order to improve our service levels to the consumer, the pharmaceutical industry must transform its supply chain. Arrotex envisage Algo as integral in helping facilitate this transformational change.

## Challenges

Arrotex was looking to improve its supply chain by integrating a replenishment plan with demand forecast to prepare for seasonal and store demand spikes. The biggest challenges for Arrotex was its pharmacy clients spending a disproportionate amount of time monitoring and ordering dispensary stock, increasing labour and transportation costs.

## Solutions

The introduction of a fortnightly dispensary order from the Algo inventory platform created operational efficiencies in the stores and warehouse, with reduced labour and transportation costs. Algo and Arrotex were able to implement an automated replenishment platform which takes both seasonal and store demand spikes into account, to help prepare for the consumer demand for certain drugs changes with seasons.

This program resulted in pharmacists spending less time monitoring and ordering dispensary stock and more time providing advice and serving their customers.



In order to improve our service levels to the consumer, the pharmaceutical industry must transform its supply chain. Arrotex envisage Algo as integral in helping facilitate this transformational change. Phase 1 of the program was to introduce Algo's automated replenishment platform for dispensary and over the counter drugs. The results have seen an operational shift from the pharmacist monitoring stock levels, shifting focus on servicing the customer.

**Dennis Bastas**  
Chairman and CEO

