

NEIGHBOURLY PHARMACY A CASE STUDY

Efficient Expansions:
Pharmacies' Scalable VOIP Strategies



INTRODUCTION

Neighbourly Pharmacy, Canada's largest and fastest-growing community pharmacy network, now comprises over 300 pharmacies. These pharmacies bring their unique solutions to modern healthcare delivery and communication.

THE CHALLENGE

Neighbourly Pharmacy's central challenge was creating a consistent tech setup in newly acquired community pharmacies. The existing systems were often outdated, plagued by intricate billing processes, and lacked sufficient support. The solution had to be cost-effective, reliable, and ensure a seamless transition without disrupting vital information flow between healthcare stakeholders via multiple channels. Timely training and support were essential.

THE SOLUTION

Ultimac's deployment of a 3CX PBX Cloud Hosted solution was meticulously designed to meet Neighbourly Pharmacy's specific needs, emphasizing:

- Customized networking infrastructure tailored to address each store's unique community needs, ensuring a consistent and efficient system.
- Enhanced fax services where pharmacies transitioned to a digital solution for improved delivery, enhancing overall communication capabilities.

The deployment enhanced communication between the Head Office and stores, optimizing costs, and simplifying billing through consolidation under Ultimac. It offered extensive training for staff adoption, supported by round-the-clock assistance.

THE RESULT

Neighbourly Pharmacy's Return on Investment:

Thanks to Ultimac's support, most Neighbourly Pharmacy locations achieved significant ROI within six months, enabling rapid growth and substantial cost savings through VOIP. This highlights Ultimac's dependable cost optimization and user experience enhancement.

Responsive and Expert Support:

Ultimac's unwavering commitment to delivering timely support became apparent when their technicians visited even the most geographically-challenging Neighbourly Pharmacy stores situated throughout BC, Alberta, and Ontario. These visits offered invaluable professional guidance and assistance to the pharmacy chain.

Collaborative Team Support:

Neighbourly Pharmacy's internal support team worked in close partnership with Ultimac, collectively providing efficient solutions. This collaboration resulted in exceptional first-response times and notably low TTR (Time to Resolution) when evaluated within a helpdesk context.

OVERVIEW

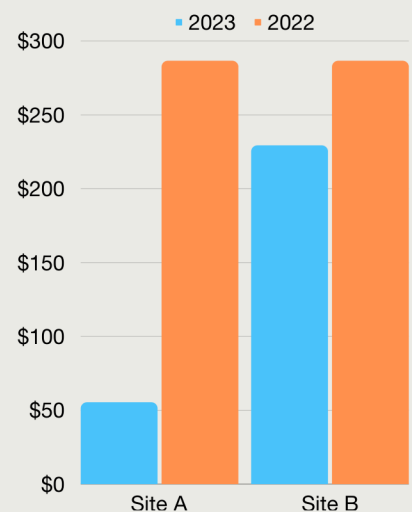
CHALLENGES

- Tech Standardization
- Outdated Infrastructure
- Cost-Effective Transition
- Dependable Support

BENEFITS

- Efficient Tech Deployment
- Streamlined Communications
- Simplified Billing
- Robust Training and Support
- Ongoing Assistance

Month Comparison (March)



"Ultimac Technologies contributed to our rapid growth, ensuring target deadlines were met and delivering significant cost savings with most locations achieving ROI within six months.

Their reliable support extended to geographically challenging stores in BC, Alberta, and Ontario. Collaborating with Ultimac, our internal Support team ensures efficient solutions, resulting in exceptional response times and low TTR in helpdesk industry standards.

Ultimac's ongoing support continues to drive our daily growth."

Maurits Vos
Technical Projects and Acquisitions Supervisor, Neighbourly Pharmacy

