



Zuellig Pharma is one of the largest healthcare services groups in Asia and their purpose is to make healthcare more accessible. They provide world-class distribution, digital and commercial services to support the growing healthcare needs in this region. The company was started almost a hundred years ago and has grown to become a US\$13 billion.



## Pharma Distribution Management

### Challenge

- Improve the visibility of end-to-end returns and collections process

### Solution

- E-returns mobile and web application for Thailand and Malaysia business units with integration to SAP-ECC
- End to end electronic returns and collection process
- Centralized web & mobile platform of processing and tracking of all type of returns
- Seamless interaction with transactional systems – ECC & EWM
- Rule-based approval workflow
- Mobile based bill collection process of sales representatives to record full/partial payments against customer's invoices
- Print payment receipt for customers
- Analytics reports and dashboards

### Business Impact

**90%** Reduction in approval process for goods returns

**360°** View of end-to-end returns and collection process

**65%** Reduction in manual processes for returns handling