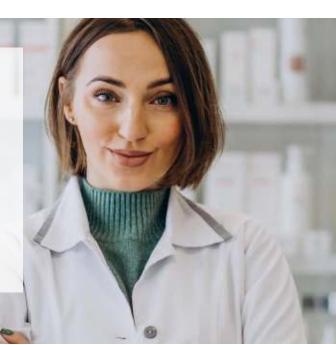




Zuellig Pharma is one of the largest healthcare services groups in Asia and their purpose is to make healthcare more accessible. They provide world-class distribution. digital and commercial services to support the growing healthcare needs in this region. The company was started almost a hundred years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



- E-returns mobile and web application for Thailand and Malaysia business units with integration to
- 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

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

360°

View of end-to-end returns and collection process

65%

Reduction in manual processes for returns handling

