

Al-Hajery deploys an integrated retail management system and gains visibility across the enterprise

Company

Al-Hajery Pharmacies

Industry

Retail – Drug Store/ Pharmacy

Challenges

- Retail solution did not have reporting capability for real-time metrics
- Inaccurate merchandise assays because of manual intervention
- Man-hours wasted in replication of store data
- Lack of back-end integration hindered process visibility
- Retail solution incapable of handling multiple stores
- Head office did not receive real-time inventory data

Solution & Services

iVend Retail Management Suite with SAP Business One

Benefits

- Integrated reporting tools and Analytics for real-time metrics
- Integration of retail processes allows transparency in processes
- Real-time analysis of merchandise, sales, pricing, etc
- Significant improvement in customer engagement
- Single view of merchandise

Location

Kuwait



“We were in need of a solution that gave us a real-time view of the inventory and save capital investment in stocks. iVend Retail provided us with across the board visibility of merchandise and Analytics to fine-tune store processes.”

Jackson Victor D'Souza,
IT Director

About Al-Hajery Pharmacies

The Kuwaiti conglomerate MNH (Mohamad Naser Al-Hajery & Sons) opened the country's first retail pharmacy in 1946. It was founded by Mohamed Naser Al-Hajery and his cousin Ibrahim Yacoub Al-Hajery, under the name 'The Kuwaiti Drug Store'. The Kuwaiti Drug Store was the first company to introduce the lifesaving drug penicillin to the Kuwait market. As pharmaceuticals and medical supplies division has historically been the core of MNH, it flourished greatly and has grown to over 16 pharmacies across the country. In the 1970s, the Kuwait Drug Store was renamed to Mohamed Naser Al-Hajery & Sons Co. (MNH). Al Hajery continues to bring new products to Kuwait to further its tradition of being a trail-blazer in the country's pharmaceutical retail field.



Business Challenges

The company had been using Zensar as their solution and were facing several retail operational challenges. For example, the head office was unable to receive real-time updates on inventory, stock turns. The data was processed and sent days later. When received, it turned out to be partial data, due to the gaps in integration between the customer-facing software and the back-end.

There were also many functional limitations such as detailed stock levels, inaccurate inventory reporting, batch-wise inventory look-up and allocation, customer loyalty programs and credit sales. Zensar had also discontinued all enhancement and development activities. Also, there was no loyalty module for customer rewards and retention.

The Solution

Al Hajery now manages all its stores with one single retail solution. Its first impression of iVend Retail's seamless integration with SAP B1 encouraged their decision to go ahead with iVend Retail as their solution of choice.

With iVend Retail, the company is now able to reduce its amount of stock and save considerable capital. Al Hajery now has integrated retail functions and gained visibility for all stores after implementing iVend Retail. The retailer can now make informed decisions by having access to consolidated reports from the group and branch level, comprehensive merchandise visibility across the retail chain and a better understanding of their customers' buying trends. Also, iVend Retail empowered Al Hajery by giving them insight at the group, individual store and product level via iVend Dashboards.

As the next step, Al Hajery will also be utilising iVend Loyalty to boost customer engagement and retention.

Partner

Procons-4IT, a leading partner of Citixsys and provider of retail IT solutions in the MENA region, assisted in the deployment of iVend Retail for Al-Hajery.

Over the last few years, ProCons-4IT has built a strong network of channel partners and resellers across the Middle East and Africa. ProCons was established in Dubai in 2005 to offer professional SAP consultancy and expertise to retailers within the MENA region.

The company boasts of consultants across the UAE, Lebanon, Saudi Arabia, Qatar, Kuwait and Turkey, as well as representatives in Bahrain, Yemen, Iraq and Jordan. Partnering with iVend Retail, Procons-4it has successfully implemented fully-integrated retail solutions for SMEs all over the Middle East and Africa region.

Business Benefits

- High inventory turnover due to efficient stock taking
- Order management has aided in accurate and timely purchase planning
- Capability to work in offline mode
- Faster, convenient check-outs
- Reports and Dashboards provide single view of the stores and merchandise
- OTA updates to keep solution technologically relevant

iVend Retail empowers Al Hajery Pharmacies with real-time reporting and integrated store management.

Contact Us

USA - New York
One Rockefeller Plaza,
11th Floor, New York NY 10020
USA
T: 1 212 745 1365
F: 1 212 618 6309
E: newyork@citixsys.com

Canada - Toronto
2425 Matheson Blvd. 8th Floor,
Mississauga ON L4W 5K4
Canada
T: 1 905 361 2886
F: 1 905 361 6401
E: toronto@citixsys.com

Mexico - Guadalajara
Av. de las Américas 1545, Esq.
Colonia Providencia,
Guadalajara, Jalisco
Mexico 44630
T: 55 8421 9659
F: 52 33 8000 0057
E: mexico@citixsys.com

Ireland - Dublin
2nd Floor, Palmerston House
Fenian Street,
Dublin 2
Ireland
T: 353 1 905 8020
F: 353 1 905 8029
E: dublin@citixsys.com

Johannesburg - South Africa
East gate Office Park, Block A,
South Boulevard Road, Bruma,
Johannesburg, 2198
South Africa
T: 27 11 201 2175
F: 27 11 201 2001
E: johannesburg@citixsys.com

India - New Delhi
A-24/5, MCIE
Mathura Road
New Delhi 110044
India
T: 91 11 4269 6666
F: 91 11 4269 6600
E: newdelhi@citixsys.com

South East Asia- Singapore
30 Cecil Street #19-08
Prudential Tower
Singapore 049712
T: 65 63052402
F: 65 63052403
E: sea@citixsys.com

USA - Chicago
The Merc, West Loop, 22nd Floor
30 South Wacker Drive
Chicago, IL 60606 USA
T: 1 312 466 5512
F: 1 312 466 5601
E: chicago@citixsys.com

Panama - Panama City
World Trade Center, 53rd Street,
Marbella, 1st Floor, Commercial Area,
Panama City, P.O. Box 0832-0588
T: 1 630 359 5956
F: 1 646 349 3441
E: panama@citixsys.com

UK - London
A2 Yeoman Gate, Yeoman Way
Worthing, West Sussex,
BN13 3QZ
United Kingdom
T: 44 207 193 5607
F: 44 207 681 1016
E: london@citixsys.com

Cairo - Egypt
Smart Village
Raya View Building G6
24km Cairo - Alexandria
Desert Road
T: 202 353 17828
F: 202 353 17809
E: cairo@citixsys.com

Nairobi - Kenya
17th Floor, ICEA Buidling
Kenyatta Avenue
P.O. Box 15168-00400
Nairobi, Kenya
T: 254 205 157 015
F: 254 205 157 001
E: nairobi@citixsys.com

Australia - Sydney
Tower 2, Level 20, 201 Sussex
Street, Sydney NSW 2000
Australia
T: 61 2 9006 1616
F: 61 2 9006 1515
E: sydney@citixsys.com

USA - New Hampshire
1 Tara Boulevard Road, Suite 200,
Nashua, NH 03062
USA
T: 1 347 768 8743
F: 1 646 349 3441
E: newhampshire@citixsys.com

Mexico - Santa Fe
Javier Barros sierra #540 Tower 1
5th Floor Office 5046,
Lomas de Santa Fe,
Del. Alvaro Obregón
Mexico City 01210
T: 52 55 8000 8280
E: mexico@citixsys.com

UK - London
Office 45, Couching House
1 High Street Watlington,
Oxfordshire OX49 5PX
United Kingdom
T: 44 149 161 5304
F: 44 207 681 1016
E: london@citixsys.com

Capetown - South Africa
The colosseum, Floyer 3,
First floor, Century Way
Century City, 7441
T: 27 21 526 0424
F: 27 21 526 0311
E: capetown@citixsys.com

Middle East - Dubai
308, 3rd Floor, EIB 05
Dubai Internet City,
P.O.Box: 502586
Dubai UAE
T: 971 4 431 2139
E: middleeast@citixsys.com

Australia - Melbourne
Rialto South Tower, Level 27
525 Collins Street
Melbourne 3000
Australia
T: 61 3 9935 2916
F: 61 3 9935 2750
E: melbourne@citixsys.com

