

CUSTOMER SUCCESS STORY

HEALTHCARE · PHARMACEUTICAL WHOLESALE

Pluripharm Group

Pluripharm Group develops complex data-intensive applications with USoft

Medicine wholesaler Pluripharm Group provides various other services besides medicines to (hospital) pharmacies and patients. Quality is clearly the top priority at Pluripharm Group. Because the processes in a medicine wholesale business differ in many ways from those in other wholesale businesses, Pluripharm Group uses a lot of customized software. USoft, the low-code platform provider, is one of the preferred partners that is doing software development and maintenance for Pluripharm Group.

- **Developing customized software for rule-intensive and data-intensive processes**
- **USoft's market knowledge is crucial for success**
- **Extracting smart information from complex processes**

THE CHALLENGE

01 In a niche market where no standard software is available, Pluripharm Group needs customized software.

Pluripharm was founded in 1984 by a number of pharmacies who pooled their purchasing. This created a wholesaler that now supplies medicines and related services to hundreds of pharmacies, outpatient clinic pharmacies and hospitals.

Besides supplying pharmacies, Pluripharm Group also delivers directly to the patient. Pluripharm Direct supplies medical aids for wound care, incontinence, diabetes care and products such as colostomy bags directly to the patient.

Complex back-end operation

The back-end processes are complex. In the logistical operation, Pluripharm Group has to deal with many different products and different types of medicines. Whereas incontinence materials take up a lot of space and are therefore expensive to stock, in the medicines market it is the shelf life and storage conditions that cause cost and complexity, with aspects such as refrigerated storage, fragility or locked storage (in the case of opiates) playing a role. In addition, Pluripharm Group concludes different contracts with the three client groups — hospital pharmacies, community pharmacies and patients — which are each subject to different rules. And finally, the advisory services of Pluripharm Group add a lot of complexity to the processes.

> Our market is enormously complex. USoft understands this complexity better than anyone. That is why they are always on the shortlist when it comes to complex applications; software that operates at the heart of our primary processes and the software processes many different types of data.

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Hans Stokman
ICT manager at Pluripharm Group

Data-intensive process

It is clear that with up to 60,000 order intakes per day, this back-end operation must be supported by ICT on all fronts. “We are a very data-intensive company,” says Hans Stokman. He is the ICT manager at the head of a department of ten employees: infra and application managers and project managers who are the bridge to the product owners on the business side. Where possible, Pluripharm Group works with standard software. For example, the warehouse management system (WMS) is a standard package, and the ERP system is also standard, but with a fair amount of customization. There is no standard software for various specific processes. “So we work with quite a few custom applications,” says Stokman. “One of the partners for developing those applications is USoft.”

THE SOLUTION

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Software that operates at the heart of our primary processes and the software processes many different types of data, developed on the USoft low-code platform.

Knowledge of our market is key

Pluripharm Group works together with several software development companies. USoft is one of the preferred suppliers for good reason. “USoft has a great deal of knowledge of our market,” explains Stokman. “They understand the huge complexity and the great importance of quality better than anyone. That is why they are always on the shortlist when it comes to complex applications with many business rules; software that operates at the heart of our primary processes and the software processes many different types of data.”

> USoft understands the complexity of our business better than anyone; they are curious and ask a lot of questions. As a result, they understand our business very quickly.

HS

Hans Stokman
ICT manager at Pluripharm Group

Multiple applications based on USoft platform

USoft has developed several applications for Pluripharm Group. The most important are:

- Plurichеck, an application that the pharmacist can use to see which medicine is the best alternative, given the patient's insurance and the pharmacist's contract with the various suppliers
- The Order Receiving System that runs on top of the ERP system. The Order Receiving System ensures that patient data is extracted from the orders before they are imported into ERP. “After all, you don't want privacy-sensitive patient information in your ERP system,” says Stokman.
- The customer portal, an application that is scheduled for a major upgrade. “When we developed that portal, working with customer portals was still new in the B2B market,” explains Stokman. “At the time, it was enough to see the order history, edit open orders and create some simple reports. Today, our processes and those of our customers are so much more digitized that the customer portal cannot be left behind.”

Business rules as a starting point

USoft develops low-code software on the basis of business rules. Working with business rules is an advantage because a business rule is always focused on exactly what an organization wants to happen. If you take business rules as a starting point for automation, the software is much more closely tailored to the situation. In addition, the USoft low-code platform is very good at monitoring data consistency and integrity. Exactly the qualities that are needed in a complex environment like that of the Pluripharm Group.

Market and process knowledge is key

USoft's great advantage is its market knowledge, says Stokman: “USoft has developers who know our company and our market inside out. They are very involved in the applications they develop, think along with us and make sure the applications remain up to date. Their market knowledge is of great value to us. Because if we have to explain to a software development company how everything works in our sector, it will be three months before they can start building. Whenever complexity is involved, we know that USoft is the right place to turn.”

Reliability and curiosity

It is mainly the reliability and the curiosity that he likes about USoft. “A good software developer asks many questions: How does this work exactly? Why do you do it like that? Why is this regulation structured this way or that? What exactly does that mean for your business? And what does that mean for your customer? They have to find out what exactly is going on. This is where USoft stands out. They understand our business very well.”

The idea of expanding the ICT department with an in-house development club was mooted a while back. An idea that Stokman was just as quick to dismiss. “I have been a developer myself and I know: software developers want to be able to learn from each other. They function best when they work together in a larger team on various solutions. On the one hand, USoft's software engineers are part of the USoft organization, with all the knowledge present there. And on the other hand, from our organization, which means they know our market in depth. That is the best of both worlds for us.”

THE RESULT

03 By using low-code to quickly develop complex back-end software, Pluripharm Group can continuously improve its services.

“Our information services offer an additional added value for our customers,” Stokman concludes. "Because these complex decisions involve so much information that you cannot ‘process’ it as a human being, they rely on our ICT services.”

“It goes without saying that this can only be achieved if you digitize processes to a high degree. It is nice to have a partner like USoft at our side. They are able to develop complex back-end software quickly, which enables us to improve our service to customers.”



ABOUT USOFT

The **rules-first platform** for business-critical operations.

Automate your operations with **full trust and control**. **Adapt** when your business demands it.

Rules govern every process and every decision. USoft helps you capture these business rules before software is created. Our engine ensures your rules are always enforced: no exceptions and fully traceable. Change your rules and your software stays in sync, everywhere. Whether people or AI build your software or act on your data, everything plays by the rules. All running in your ecosystem of choice.

We help organizations put their rules first: captured in natural language and enforced in every transaction, across people, systems and AI. Ready to change at the pace of your business.

We envision a world where organizations know exactly what their systems do and why, so people and AI can build the future with trust and confidence.

Clear rules you can trust. Results you can audit. Change you can control.

For more information, please visit **usoft.com** and **community.usoft.com**

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