

Case Study

Project Type: Business Processing Re-Engineering & Document Imaging & Control

Client Type: Mail Order Pharmaceutical

Location: NJ

Client Business:

Mail Order Rx filling, processing and control. Annual number of Rx filled by the current 14 Pharmacy site's - 140 million. Annual volume \$11 Billion, total number of employee's 8,000. Company is the largest Mail Order fulfillment operation in the world.

Name of Project: **COIN** - as the name implies is designed around:

Certification of the Process for Regulatory and Client reasons.

Order Capture and Routing

Image Technology

Networks that support the use of Client / Server Three Tier Architecture

Functional Description of the Project: To develop a complete re-engineered business process tied to the latest technology. This totally new approach to the Mail Service Order Entry Process will save \$15 Million per year against current cost estimates and reduce the front end staffing by 30 - 40%. COIN when fully implemented will require a capital investment of \$15 - 20 Million.

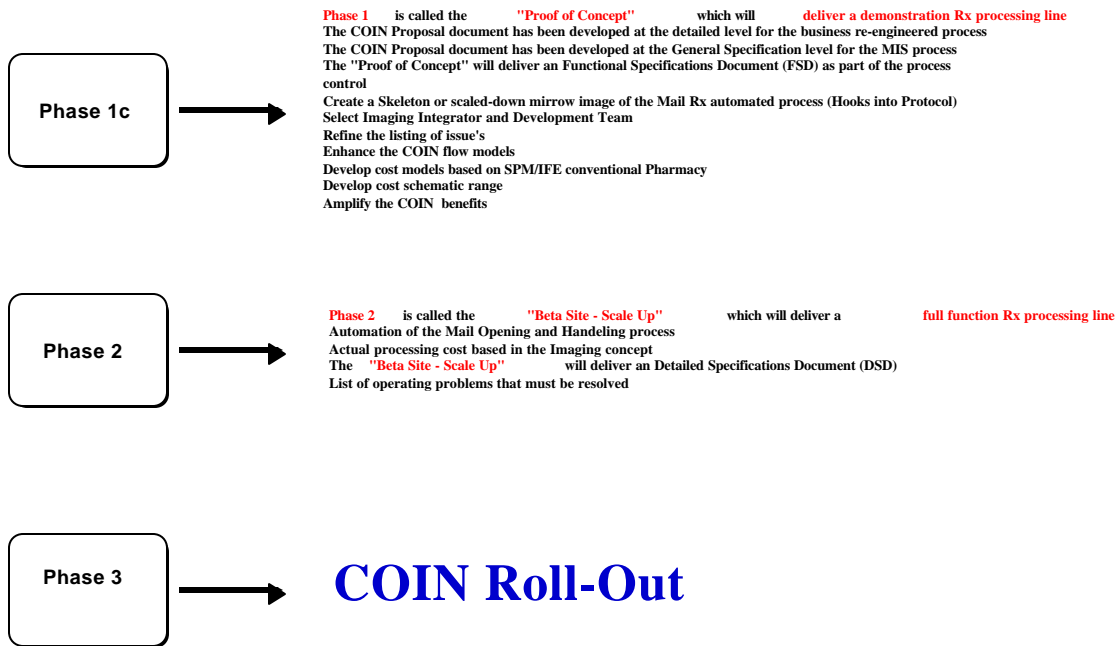
The project received (approved CER) the sum of \$998,500 for the development with an outside integrator to create the "Proof of Concept / Demonstration Line". The result of this expenditure:

- MIS "Functional Specification" and associated documentation.
- Catalog of Mail Services computer applications and their condition.
- Listing of the Mail Service Files and Data with quality & history information.
- Mail Service "Demonstration Line" would prove the imaging process on a small scale with a skeleton or scaled-down mirror image of the Mail Rx automated process that could be scaled up to a "Beta Site" Pharmacy and MIS region.

Functional Description of the Project - continued:

This is a step by step phased approach to “pay as you go”, discovering and resolving problems along the way.

Phased Approach and Deliverables Section 3.2



It is expected that the “Proof of Concept / Demonstration Line” would be completed **120 to 150** days after approval.

Description of our responsibility for the Project: Developed the re-engineered business process model and the follow-on functional specifications to create a working demonstration to **SELL** the concept and project to the Company management team(including, MIS, Mail Services Ops, Marketing, Customer Service and the Executive group).

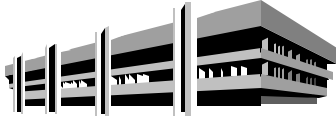
Assisted with the design and Visual Basic development of the demonstration presentation (60 screens tied to limited data). Developed / supported the creation of all financial models and workflows down to the SDS level for the re-engineered business process and FDS for the computer process.

Advanced technology consultants working on in-line image capture of BAR codes and OCR / ICR / Nestor recognition solutions. Also, involved in Vendor selection, Vendor site visits, Pharmacy visits, presentations, Status reporting etc.

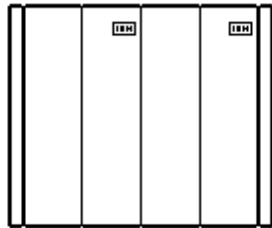
Software Platform: Include: Proprietary Imaging software from Feith, Workflow II, UNIX, Informix or Sybase, DEC, VMS, MS-Windows, PowerBuilder or MS-Visual Basic, IBM MQ (Message Queuing) and host legacy applications to DB2 & ISAM Files TCP/IP basic networking protocol for use over LAN, WAN and dial-up.

Hardware Platform:

The design criteria is based on a 3 tier architecture:



Mainframe
Host IBM's ES 9000 / 10 Channel



IBM Mainframe



Pharmacy
Mid Range Computer 2-4 CPU Box



DEC VAX
Minicomputer

DEC Alpha, HP 3000-G50
HDS 290, Stratus, Tandem, etc.

Pharmacy LAN Intel P5's

