

# CASE STUDY

Dis-Chem Pharmacies  
get connected



The aim was to reduce connectivity costs and optimise performance and availability, as well as improve online systems network security

“Staff absolutely love the HP system because it is easy to work and get results with no human intervention and no test lag. It's absolutely brilliant.”

- LIZ KRUGER, NATIONAL CLINICAL MANAGER AT DIS-CHEM

## CUSTOMER OVERVIEW

Dis-Chem Group is a leading South African pharmacy chain. In addition to the group's pharmaceutical products and services, they have a retail front store for personal care and beauty, healthcare and nutrition, baby care and other offerings.

Founded in 1978 and with an annual turnover of £1b, the group now boasts more than 150 stores and has a workforce of more than 18,000 full-time and part-time employees.

## CUSTOMER CHALLENGE

As a result of the high demand for Covid-19 testing, Dis-Chem decided to open 22 drive-through testing sites across South Africa, but they faced serious inefficiencies. Hand-written, paper-intensive processes, human error and high demand was leading to mistakes. “Nurses worked frantically to get all tests through but staffing numbers were depleted and they were tired,” says Liz Kruger, National Clinical Manager at Dis-Chem. “Everything was done using manual, paper-based processes and when the spike increased it was chaos. There were lines of cars, some people did not get their test results and our call centres were inundated. We felt that we were working in the dark.”

Dis-Chem decided to close their testing sites due to a backlog at its laboratories. It needed an innovative solution that would automate processes, improve efficiency and allow it to scale quickly.



## SOLUTION & DELIVERY

First Technology Group in partnership with HP introduced Dis-Chem to HP Engage Go Mobile, a tablet-based mobile retail and healthcare solution which can be easily customised across multiple scenarios.

It allowed the creation of a fully automated process, from customer pre-registration, through the testing process and sample analysis, and culminating in an automated text and email with the test result, sent directly to the customer.

The HP system was rolled out with staff trained at an initial 16 sites in just two weeks.

## WHAT ABOUT THE FUTURE?

In future, HP Engage Go Mobile will be an integral part of Dis-Chem clinics and pharmacies. The plan is to roll out the system to 370 clinics across South Africa.

# RESULTS

- Patient through-put and result times improved from 250 to 3,000 tests per day.
- The waiting times for results dropped to 48 hours from 10-14 days.
- Issues with illegible handwriting were eliminated, as were the associated human errors.



# WE ARE FIRST TECHNOLOGY GROUP

Founded 35 years ago, First Technology has grown into a group of companies that provide products and value-added services, all geared at helping organisations navigate technology challenges to achieve their business outcomes.

With a turnover of £500m in 2022, we have built a robust and broad-reaching engagement model and are one of the largest IT integration groups in EMEA.

We partner with organisations to simplify the solutions to their increasingly complex technology goals. And because we are vendor-agnostic, we can find the right solution for our customers, so they can accelerate their business goals and optimise their people, processes and technology.

From a single device to an end-to-end solution, we help organisations to choose and implement the right technology.



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