



CASE STUDY

Mario's Pharmacy Recognizing the Need for the IPC Warehouse

OVERVIEW

Mario's Pharmacy has served its community for years, becoming a cornerstone for seniors and patients in need. Their commitment to patient care goes beyond just filling prescriptions.



BACKGROUND

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Eva joined Mario's Pharmacy as a Pharmacy Tech/Manager and quickly became an integral part of the team.

Her dedication to going the extra mile – such as personally delivering medications to patients – exemplifies the personal touch Mario's Pharmacy strives to bring to all its services.

CHALLENGES

As Mario's Pharmacy grew, so did the demand for more efficient, affordable, and dependable resources to serve their patients. Before working with IPC Warehouse, Mario's Pharmacy faced several key challenges:

ORDER EFFICIENCY



Handling high script volumes daily called for a streamlined ordering process. Mario's Pharmacy needed a system that could support their fast-paced environment without unnecessary complexity.

COMPETITIVE PRICING



Managing costs effectively was essential to keep medications affordable for patients, especially given the high volume of scripts filled daily.

PRODUCT AVAILABILITY



Keeping a consistent stock of both generic and brand medications was crucial to avoid disruptions in patient care and maintaining seamless operations.

CUSTOMER SERVICE



Eva, a key team member at Mario's Pharmacy, struggled with inconsistent support from other suppliers. Her experience with Kristopher at IPC Warehouse showed her the value of proactive and dedicated customer service.

SOLUTIONS

Mario's Pharmacy values their partnerships with two of the three major primary drug wholesalers. However, as Mario's Pharmacy's continues to grow, they identified an opportunity to further enhance their operations with a secondary partner that could provide additional reliability, competitive pricing, and consistent stock to support their goals for growth and stability.

INITIAL DECISION

Although Eva wasn't directly involved in the initial decision to partner with IPC Warehouse, the choice quickly proved beneficial. IPC's role as a secondary supplier allowed Mario's Pharmacy to enhance its order flexibility without sacrificing quality or affordability.



DAILY USE OF IPC

Mario's Pharmacy seamlessly integrated IPC Warehouse into their daily operations, relying on IPC for both generic and brand medications. IPC's ordering system provided an easy and straightforward process, and Eva encouraged the team to leverage IPC's weekly specials and ordering benefits.

IMPLEMENTATION

Eva has been instrumental in leveraging IPC's resources within her team to benefit the pharmacy. With the new reporting features, they will be able to more efficiently and effectively manage their purchases and the savings they need. With Kristopher's guidance, the adoption of the reporting will be smooth, allowing Eva and the Mario's Pharmacy team to get up to speed quickly.



RESULTS

Here are the results Mario's Pharmacy experienced once they began using the IPC Warehouse as their secondary wholesaler.



EASY ORDERING AND EFFICIENCY

IPC's streamlined ordering process simplified pharmacy operations, allowing the staff to focus more on patient care and less on logistical hurdles.

COMPETITIVE PRICING

IPC's competitive pricing helped them manage expenses, essential for a pharmacy committed to accessible care for its large patient base.



PRODUCT ACCESSIBILITY

IPC's dependable stock levels ensured that Mario's Pharmacy consistently met patient needs without stockouts or delays.

CUSTOMER SERVICE

Kristopher's support has been a highlight of Mario's Pharmacy's experience with IPC. Knowing they can rely on IPC's team for timely and thoughtful responses, the pharmacy staff feels more connected, valued, and supported.



CLIENT FEEDBACK

IPC appreciates Mario's Pharmacy's dedication to their patients and the health of the community they serve. We are proud to stand alongside them and are committed to continuous improvement to ensure our partnership will continue for years to come.

EVA'S TAKEAWAY:

Mario's Pharmacy's partnership with IPC has been a great experience, thanks to IPC's easy-to-use website, competitive prices, and excellent customer service. With the support of Kristopher and the IPC team, they've found a dependable secondary supplier. Moving forward, Mario's Pharmacy plans to grow this partnership by ordering more from IPC and using the dashboard to make reporting easier, showing how IPC is a key partner of their success.

READY TO GET STARTED?

Want to know how the IPC Warehouse can benefit your bottom line?



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