

Pharma TyCSA is a leader in the specialized medicines market. We sell, distribute, and organize the logistical processes (3PL); as well as **develop comprehensive health solutions**, such as the production of oncological and parenteral nutritional mixtures.

As a fundamental pillar of our **accelerated growth** and **transformation plan**, we have carried out a **strategic project** in conjunction with **London Consulting Group** that focused on:

- Developing a new style of **Agile Leadership** in our employees that is based on training collaborative teams, emotional agility, and genuine interest in the development of their personnel.
- Achieving **operational excellence** by simplifying the processes and implementing agile methodologies.
- **Digitally transforming** the operations by digitizing the data management processes throughout the entire operations using **Power BI, Power Automate, Power Apps, and Microsoft Dynamics Business Central**.

Some of the elements that we developed during the project, and their respective results, in the different departments are:

DISTRIBUTION AND LOGISTICS (3PL)

Transforming and simplifying the processes which provided us with real-time coordination and **visibility over the entire value chain**, from the moment that the supply orders were received to the moment that they were delivered to the end customer. The above was accompanied by **digital tools** that were designed and implemented in the following models: order scheduling, receiving the merchandise, storage, product range, shipping, and distribution. These changes yielded the following results:

- **52% reduction** in the average end-to-end delivery time. *(Impact on CX Customer Experience)*
- **76% improvement** in the on-time delivery indicator. *(Impact on CX Customer Experience)*
- **Improvements in the warehouse's productivity** by **reducing payroll expense** per distributed item by **51%**. *(Impact on OX Operational Excellence)*
- Improvement in the evidence recovery process, **enabling us to eliminate 9 days off the start of the payment collection process**. *(Impact on working capital)*
- **32% increase in sales** versus the previous year.

ONCOLOGICAL SERVICES

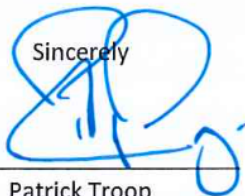
Designing and transforming the processes, the KPI's, and the tools used in the **warehouse, production, quality, and distribution** departments. This enabled us to trace the manufactured blends throughout the value chain, which generated results such as:

- **52% reduction** in lost sales due to effective inventory management. *(Impact on CX Customer Experience)*
- **30% increase** in the operating personnel's productivity (mixes per employee). *(Impact on OX Operational Excellence)*
- **100% increase in sales** versus the previous year.

The improvements described above have generated **an 18% improvement in our EBITDA** versus the previous year for these business units. The project's savings represent a **5.2 to 1 annualized forecasted ROI**.

We highly recommend **London Consulting Group** as a strategic partner when developing improvement projects and transforming your organization.

Sincerely



Patrick Troop

General Manager Pharma TyCSA