



Capital Wholesale Drug

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Capital Wholesale Drug Company is a family owned pharmaceutical distribution company in Columbus, Ohio. Capital was founded in 1950 by George D. Richards, R.Ph. In George's early years, he worked as a compounding pharmacist and served the World War II effort through his chemistry research. After the war, he pursued a career in pharmaceutical sales and called upon doctors and pharmacists in central Ohio. During a routine sales call, he identified that his customers were having difficulty acquiring pharmaceutical products from an existing drug wholesaler. This challenge led George to pursue his dream of owning his own Company. The local doctors and pharmacists he knew from his time in pharmaceutical sales helped make this dream become a reality by investing in his new company, Capital Wholesale Drug Co.

Capital Wholesale Drug Company is celebrating its 67th year in business. Capital has been affected by the sweeping changes of the wholesale distribution landscape. Once, they stood among hundreds of independent distributors nationwide who purchased directly from manufacturers. Today, market consolidation and regulatory challenges have driven that number down into the teens. They are proud to still be a full line pharmaceutical wholesaler purchasing all products directly from the manufacturers. Capital continues to uphold the same business mission established by George D. almost seven decades ago. The ability to meet our high service standards and remain a competitive and agile business partner is driven by staying on top of regulatory trends, identifying underserved market needs, and shipping directly into all lower 48 states.

Situation.

Capital Wholesale Drug is a pharmaceutical distributor. For 30 years they had been running their business on a highly customized (and now obsolete) distribution solution running in an operating environment that had also become obsolete.

The Pharmaceutical industry must submit to regulations from the Drug Enforcement Agency and the Food and Drug Administration. These regulations are continually evolving to meet the needs and challenges of society and the industry.

Capital was supported by one person who knew the operating environment, the application, and was able to develop the custom modifications the business had required over the years. The infrastructure was supported by a managed services company (SupportNet).

How MAPSYS got involved:

MAPSYS was originally contracted to consult on Capital's Business Continuity and Disaster Recovery state and help them evolve their plans to support their business.

The Issues:

1. Data and system backups were not being checked and were kept on site
2. The obsolete operating environment owner and support had no back up for continuity should they go out of business
3. The one System/Application Subject Matter Expert had begun to experience health issues
4. The pace of change resulting from business need and industry regulation was greater than the existing infrastructure provider's ability to keep up
5. The business was growing and competing with larger, more technologically sophisticated distributors.

Solution Technologies:

- IBM Power I
- IBM V5020 Storage Array
- IBM LTO Tape Library
- IBM Sterling Gentran
- IBM Technical Support Services (TSS) -Account Advocate
- Lenovo Servers
- Cybernetics Virtual Tape Library
- VMWare
- Veeam
- VAI S2K for Distribution
- MAPSYS Document Imaging Foundations (DIF)
- MAPSYS Application Development Services
- MAPSYS Consulting Services
- SupportNet Managed Services

The Solution.

1. MAPSYS worked with the customer to develop a data and environmental protection plan for the existing infrastructure. The required collaborating with the existing partners who were essential to the continuity of the business;

Result: Capital had secured and protected copies of all the data and applications necessary to keep the business going in the event of a technology disaster or disaster impacting their technology providers.

2. MAPSYS worked with the customer to introduce business efficiency technologies leveraging the MAPSYS Document Imaging Foundation to:
 - a. Capture data from paper sources
 - b. Capture printed reports electronically
 - c. Provide indexing and search capabilities for scanned data
 - d. develop and implement electronic workflows that codified key business rules

Result: Capital saved \$100,000 in paper and printing the first year. Data capture from packing slips improved the throughout of receiving and the accuracy of the data entering the databases.

3. MAPSYS deployed custom application development which:
 - a. Helped support and enhance the customer's Sales Order Entry application
 - b. Augment the existing Application Subject Matter Expert
 - c. Enhance the obsolete Operating System to facilitate integration of the integrated flat file system with external databases (there were no ODBC or JDBC API's)
 - d. Develop and implement a monitoring and alerting system for the support team.

Result: Capital was able to improve sales volumes and implement targeted sales campaigns through the enhanced sales order entry application. Capital was able to survive the unfortunate death of their Subject Matter Expert by leveraging of the MAPSYS Application Development team (who learned the obsoleted application and operating environment). Capital was able to begin to exchange data with outside systems instead of rekeying or working from spreadsheets. Lastly Capital and the Technology team was able to respond more timely to system issues providing enhanced availability for the business.

4. MAPSYS used a technology refresh cycle to implement virtualization and enhanced backup and recovery technologies leveraging Lenovo Servers, VMWare, IBM Storage Arrays and Tape Libraries and Veeam. MAPSYS provided skills transfer and "Level 2" expertise to help the existing managed service provider continue in their role.

Result: Capital simplified support and enhanced their ability to respond to business needs that drove new server workloads and new storage repositories. Capital was able to continue their relationship with SupportNet and their intellectual property relative to the businesses network, security and end user community. This new infrastructure also positioned Capital for future application demands.

5. MAPSYS worked with Capital to build an RFP and conduct a software search to replace the obsoleted distribution management software solution.

Result: Capital reduced 4 data sources to one source of truth for the business. The new solution (VAI S2K) provided a leap forward in terms of compliance with present and future regulations for the industry. Capital was also able to leverage business analytics, enhanced workflows, and improved customer facing applications while being able to maintain the applications and the proprietary business logic represented in them. This protected what Capital had previously invested through MAPSYS.

"Regarding the installation of our new ERP system, MAPSYS assisted Capital Drug in the selection process, lead our Company business team during the modification and testing phase, lead part of the classroom training, and planned the final installation.

In our case the new software was not a 'bolt on' to an existing system; but rather an enterprise system to upgrade ALL departments. Being in the distribution business we had to have a clean cut over from the old to the new system. As a result of the careful planning by MAPSYS, we started the conversion on a Wednesday evening after our shipments went out and by Friday afternoon we were shipping orders again! We only missed 1 day of business! During those first critical days MAPSYS personnel were available to all departments to assist the Capital team regarding the use of the new programs.

We have really appreciated the partnership with MAPSYS. I believe Capital Drug is a better business today with MAPSYS. I highly recommend them because they have all the talent needed for a project of this magnitude. "

-GK Richards
President
Capital Wholesale Drug
Company

Let MAPSYS put its expertise to work for you.
Contact us at 614.224.5193 or visit mapsysinc.com to learn more.