



# PHARMACY CHAIN STORE SURVEYS AND SPACE PLANNING SOLUTION

**Case Study:** SmartSpace® Solution – Pharmacy Chain

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## Case Study: SmartSpace® Solution – Pharmacy Chain

A pharmacy chain that was founded in 1981 and is based in Derbyshire, UK, required the support of RGIS. It has grown via merger and acquisition from a single pharmacy into the business it is today with over 150 pharmacies and an online pharmacy.

### REQUIREMENT

The pharmacy chain did not have any store plans or store layout management software in place for any of the stores, and the aim of the business was to make the **retail space more productive**. In order to achieve this, the customer needed to know what was currently in situ, so required RGIS to provide the following:

- Survey all **150 pharmacy stores**
- **Create a database** of individual store layouts
- **Implement new store layout management software**

### SOLUTION

The pharmacy chain partnered with RGIS to complete the **pharmacy retail space improvement project**, and RGIS provided the following:

- Scheduled an **experienced RGIS store layout services team to survey all stores** using the RGIS Data Collector software
- Store Layout Services (SLS) **trained the inventory teams** to conduct the surveys around the country
- **Accurate store layouts** were then sent to the SLS team for final checks
- SmartSpace® software was **configured and installed** at Peak Pharmacy, with training provided for the customer's teams

### RESULTS

The pharmacy chain found by outsourcing the **pharmacy retail space improvement project** to RGIS, the following results were achieved:

- The customer now has **maps of all of the pharmacy store layouts** in an accurate database, which can be **managed efficiently** using SmartSpace® software
- Implementing SmartSpace® ultimately will **enable quicker and more accurate decisions** regarding **space utilisation and proximity of categories**, by utilising the Data Collector software technology to create a **database of intelligent drawings** that are used to **run analytics and plan** which has created an improved service in all pharmacies
- The **customer was very satisfied** with the service provided by RGIS, are pleased with the accurate store layouts

By partnering with RGIS, the pharmacy chain now has **maps of all of the pharmacy store layouts** across the country, and are able to **manage them efficiently using SmartSpace® software**



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SmartSpace®



150 Stores Visited



Full Integration



Satisfied Customer



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