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US Pharmacy Services Provider Is Transforming Its Digital Commerce Foundation



A leading U.S. pharmacy services provider is creating a digital commerce foundation across its trading partner ecosystem to achieve real-time visibility into orders, shipments, and invoices; reduced reliance on manual reconciliation; and more scalable collaboration with trading partners.

Automating purchasing workflows delivers real-time visibility into product and financial status so they can reconcile what was ordered, shipped, and invoiced—without needing to run quarterly manual audits. This work establishes the transaction visibility and trusted operational context to support more advanced agentic processes in the future.



Target KPIs:

- 101 partners linked
- 10x faster reporting cadence
- 60% faster partner onboarding

Key Challenges:

- The existing pharmacy management and healthcare operations platform functions as a black-box environment creating limited visibility, slower

exception management, manual reconciliation, and increased financial and operational risk

- Purchase order processes rely on manual order entry, spreadsheets, and supplier portals, creating fragmented workflows across trading partners
- Manual reconciliation across orders, shipments, and invoices increase business risk and limit the team's ability to proactively manage exceptions

[Download the OPUS Orchestration Journey to learn more](#)

OPUS Orchestration Journey
MINT for Commerce
Agentic Orchestration
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