



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.

Company Type

- Integrated Pharmacy Services Provider

Key Sponsor

- SVP of Supply Chain
- Senior Director of Procurement

Company Scope

- 10,000+ FTEs
- \$10B+ Revenue
- 500+ National Pharmacy Locations
- Mail Order Pharmacy

Target KPIs for Engagement

101

Partners linked

10x

Faster reporting cadence

60%

Faster partner onboarding

Customer Business 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

Partners Orchestrated



Key MINT Transactions

- Purchase Order
- Advance Ship Notice
- Invoice

Processes Digitalized

- Purchase Order Collaboration
- Shipment Confirmation
- Invoice Reconciliation
- Supplier Exception Management

The Solution

- Establishes a network-based model for supplier transaction exchange
- Replaces spreadsheet- and portal-based work with standardized digital collaboration
- Improves visibility across purchase orders, shipments, and invoices
- Reduces manual reconciliation and creates a scalable foundation for future automation