

CASE STUDY

Leading UK Pharmacy Simplifies Data Management

Well is the largest independent pharmacy in the UK. In 2014, it was acquired from the Co-Operative Group by global business leader [Bestway Group](#). With nearly 800 retail pharmacy locations and 7,000 employees, Well issues more than 73 million prescriptions a year. Their organisation proudly provides high quality services and products that benefit and support providing personalised health and wellbeing services for their customers.

Challenge

After Bestway Group acquired Well, the company faced the dilemma of eliminating their reliance on a significant number of file integration protocols, which were owned by their former parent company. Rather than duplicate the existing complicated systems responsible for file transfer, Well's IT project manager decided to use the transition as an opportunity to find a more cost-effective and advanced file transfer solution.

Well wanted to simplify and better manage their automated and manual data transfers, especially those through their financial accounting systems. They planned to use their new system for greater control and a more secure, reliable flow of data, particularly for financial information such as invoices, orders and Bankers' Automated Clearing Services (BACs) files, among many others.

Instead of relying on multiple solutions, Well sought out a single solution that could resolve multiple concerns and that offered functions such as:

1. **Data management efficiency** through one secure, centralised platform for enhanced visibility and control
2. **File transfer integration** within their environment for business critical applications AND between third-party applications with partners, vendors, or suppliers exchanging data
3. **Automation of financial accounting data** to save time, improve security and increase accuracy
4. **Full audit and reporting** for improved diagnostics
5. **Rapid deployment** of new transfers on receipt of business requirements



Solution

- ✓ EFT Enterprise
- ✓ Advanced Workflow Engine
- ✓ Auditing and Reporting Module

Benefits

- ✓ Data management efficiency
- ✓ Integrates with third-party file transfer protocols
- ✓ Centralised platform
- ✓ Automated business processes
- ✓ Real-time auditing and reporting
- ✓ High volume data transfers

“We chose Globalscape because it was the right level of functionality with plenty of scope for future improvements, while still fitting our available budget.” --

IT Project Manager at Well

Solution

Well’s IT project manager reached out to [Globalscape partner Pro2col](#). Concerned with the risks they would face with a new file transfer solution, Well wanted ongoing support, integration and consultancy. Pro2col worked with Well for two months to identify the right configuration, while still meeting their budget requirements.

With a full understanding of Well’s current and future environment, Pro2col recommended Globalscape’s

Enhanced File Transfer™ (EFT™) Enterprise solution, with the Advanced Workflow Engine (AWE), and the Auditing and Reporting Module (ARM). Pro2col’s technical consultant who worked on the implementation also helped Well design the platform for future use, offering a number of recommendations on various modules that would create a manageable yet robust environment.

Results

As a result of their collaboration with Pro2col and their deployment of EFT Enterprise, with the AWE and the ARM, Well’s IT department is able to take advantage of a more efficient and improved file transfer system with automated workflows, saving their IT department vast amounts of time and effort.

Well’s improved business processes, including their centrally controlled standard file archive and retention policy, was organised within clear and logical file and folder structures.

This better and more organised process allowed IT support to quickly find tasks and activities involved in the data flows. Well expects to see their 300 to 3000 daily file transfers continue to grow in volume following their transition to EFT Enterprise.

Well streamlined their manual and automated processes with EFT Enterprise and the AWE, which eliminated the need for any human intervention or coding in various file transfer workflows. As a result of these new automation features, Well’s financial data transfers were more secure and at a reduced risk for payment fraud. Similarly, through ARM, Well now automates their auditing and reporting workflows to support improved diagnostics, which allows the IT department to fix existing problems, prevent future problems, and minimise vulnerabilities like failed data transfers, gaps in security, or data breach attempts.

Operational efficiency is very important to Well. With customers and business partners relying on consistency, accuracy, and timeliness, they couldn’t afford to have any of their key data transfer processes falter. Well needed an order and response mechanism for the newly acquired set of pharmacy branches. Ready to see AWE put to work, Pro2col designed a process for Well to poll every 30 seconds, pick up the file, transform it from xml to plain text, and return a notification of receipt within two minutes to emulate the process within branches prior to the acquisition.

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“Despite the overhaul of its old systems and consolidation necessary, Well’s IT department were able to collaborate with Pro2col and Globalscape to deploy their new advanced file transfer solution without interruptions to its business or customers”

This custom policy automatically transformed certain files from an XML file to a plain text file and provided the sender with a receipt notification.

The automatic notification system was a key workflow that Well relied on before and after the acquisition.

In the end, Well was provided with a new system capable of supporting the data flowing from its 800 UK-based retail chains, third-party vendors, and healthcare providers. Despite the overhaul of its old systems and

consolidation necessary, Well’s IT department were able to collaborate with Pro2col and Globalscape to deploy their new advanced file transfer solution without interruptions to its business or customers.

[Contact a solution specialist today](#) to request your 30-day trial of EFT Enterprise.

About Well

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About Pro2col

Pro2col are independent experts specialising in managed file transfer and B2B solutions. Since 2003, Pro2col has helped over 700 companies in 29 countries to address their data transfer challenges and maximise their investment in secure file transfer technologies. [Pro2col](#) is a Globalscape Partner and the European programme lead for the Certified File Transfer Professional (CFTP) programme.

About Globalscape

Globalscape is an innovative software company that secures mission-critical exchanges of data across multiple platforms - including remote and mobility solutions - for businesses worldwide. Through superior software, standards compliance and experienced, reliable support, Globalscape secures information exchange for individuals, global enterprises, governments, and small and medium enterprises across a wide range of industries.