



## Objective

Improving the customer experience by reducing waiting times for the pick up of suspended or ordered drugs, and drugs purchased online.

## Market

Health: Pharmacies and Para pharmacies.

## Application

Letting customers be independent from picking up booked or unavailable drugs at the time of purchase.

## Solution

Remotely controlled, manned lockers where you can store your drugs avoiding a second queue to customers.

## LESS WAITING TIME FOR THE PICK UP OF DRUGS

More and more often pharmacies do not have all the drugs ready for the delivery, thanks to the suppliers that offer an excellent logistics support. But often the customer resents having to queue twice: the first time to order a drug and the second time to go to pick it up.

How to turn this criticality into an element of success compared to the competition offer, and improve the customer experience? A Smart Locker is our solution!

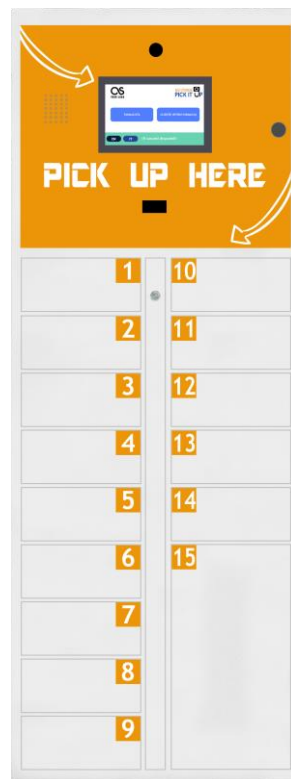
## Objectives

The main objectives we want to achieve with our solution are:

- Reducing contact between people
- Improving the customer experience
- Differentiating from the competition
- Improving the efficiency of pharmacy staff

## A complete solution

Pick IT UP Smart Locker solution allows you to meet your needs and improve the customer experience. The pharmacy solution has a compact design. It includes a single module with a touch screen, 15 drawers of different sizes for delivery and collection of goods, and the management software. It is possible to add other modules to increase the drawer number and, if necessary, temperature-controlled or refrigerated cabinets. A SMS is sent to the customer to unlock the drawer; on request you can choose from a wide range of «keys»: QR code, loyalty card or tax code.



«With our solution, customers will be more than satisfied, they will avoid having to queue several times to pick up the same drug, and at the same time the pharmacy staff will have more time to dedicate to customers or to carry out other activities.»



## How it works

The operation is simple and intuitive: the pharmacist stores the products in one of the available drawers and advises the customer that the product is available. The system sends the customer a SMS with the code to unlock the drawer; on request you can customize the solution and choose another token among QR code products, RFID card and health card. When the customer gets the notification, he can go to the pharmacy or where the locker is located and pick them up, without making any further queues. Lockers can be placed in the same pharmacy or in different pharmacies or places, even in different cities. All are connected to the central server that allows you to remotely control the status, make changes and give permissions with different levels of access if necessary.

## Management and control software

Pick IT UP management software is the heart of the application: it allows you to manage and monitor all the connected drawers, and in case of temperature-controlled cabinets, it also allows you to manage the temperature. On the management dashboard you can clearly check the status of each drawer: available/occupied closed/opened, etc. In this last case the system logs can certify by whom analyzing the credentials used. The software can be integrated into existing solutions and allows you to choose the most suitable «key» to access the locker: QR code or RFID tag!

## How it is composed

Each solution must have at least one master column that manages the drawers. Then you can have additional columns for the collection and storage of objects. The software is included in all solutions. A master column can manage up to 8 different modules, completely combinable with each other: different drawer sizes, temperature-controlled, refrigerated or freezer cabinets. The steel walls of the standard version is white (RAL 9003) but on request there are available different colors.



**Are you interested in this solution? Contact us**

