

Consolidating multi banner pharmacy performance to drive operational and financial efficiency

Executive Summary



This pharmacy group was growing across banners, but inconsistent data and manual reporting were holding back performance and confidence in decision making. Peraison helped create a single, trusted view of operational and financial performance across 40+ pharmacies, giving both store managers and leadership the clarity to act faster and with greater certainty. The result was reduced wastage, stronger services revenue, improved rebate capture, and less time spent reconciling spreadsheets. With clear, comparable insights now embedded across the network, the group established a scalable foundation to run individual pharmacies more effectively and manage the business as a cohesive, higher performing whole.

The Challenge

An Australian pharmacy group with 40+ pharmacies operating across multiple banners, including Priceline, Amcal, and Terry White Chemmart, needed a consistent way to improve performance at store level while strengthening oversight at group level. Data was spread across multiple systems and stores, making it difficult to compare performance, understand what was driving outcomes, or act quickly. Reporting was often manual and time consuming, and different banners or stores could interpret metrics differently, slowing decision making and limiting confidence in the numbers. Leadership needed a single view of truth for planning and prioritisation, while store managers needed practical visibility to improve execution on the ground.

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What we delivered

Peraison consolidated key operational and financial metrics into a centralised reporting capability designed to support both individual stores and the group as a whole. The work focused on enabling comparable performance management across the network, improving data quality and consistency, and making insight available in a way that store teams could use day to day.

At the store level, the analytics helped teams manage stock more efficiently by making stock position and movement clearer, reducing avoidable wastage and improving availability. It also supported service growth by giving pharmacies better visibility of service performance and where to focus effort to expand higher value service activity.

At the group level, leadership gained consistent KPIs across banners and stores, enabling benchmarking, faster identification of under performance, and more effective financial planning and cost control. The consolidated view also supported more reliable tracking for rebates and related reporting needs by improving consistency and readiness across the network.

The delivery approach was iterative and collaborative, releasing usable capability early and expanding it in phases based on feedback, ensuring value was realised quickly while keeping the solution aligned to operational priorities.

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The Impact

The group reduced stock write offs and wastage, improved services revenue performance, strengthened rebate capture, and improved staffing productivity by making operational drivers visible and comparable across the store network. Manual reporting and reconciliation time reduced materially, freeing store and head office teams to focus on actions that improve performance rather than assembling spreadsheets. The result was a scalable foundation that helps pharmacies run better individually and helps leadership run the group better as a whole.



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