

# CASE STUDY

**Pharmaceuticals Distributor  
Migrates Business Services to B2B  
Commerce Platform with MuleSoft**

**softserve**

## Client Background

Our client is an American company distributing pharmaceuticals and providing health information technology, medical supplies, and care management tools.

Our client was looking for a partner that could help it achieve its goals, and also provide ongoing support and maintenance.

## Business Challenge

Our client had a system consisting of a large number of tools exchanging data to maintain consistent data spread across numerous system modules. Tools involved in this data transfer had tight dependencies, and any change to the communication interface in one tool might require cascading changes in others.

Therefore the system was very fragile, and required a lot of effort, costs, and time to maintain and modify the system. To remove these tight dependencies between tools, the client wanted to introduce a MuleSoft integration platform to the system and pass all data flows between tools via MuleSoft.

## Project Description

SoftServe helped our client move four business services onto a new B2B Commerce platform, with the end goal being a centralized online B2B hub giving customers greater access, a single view of the client's product offerings, and consistency. The scope of this project was specifically to create a new e-commerce website for the client's business unit's customers.



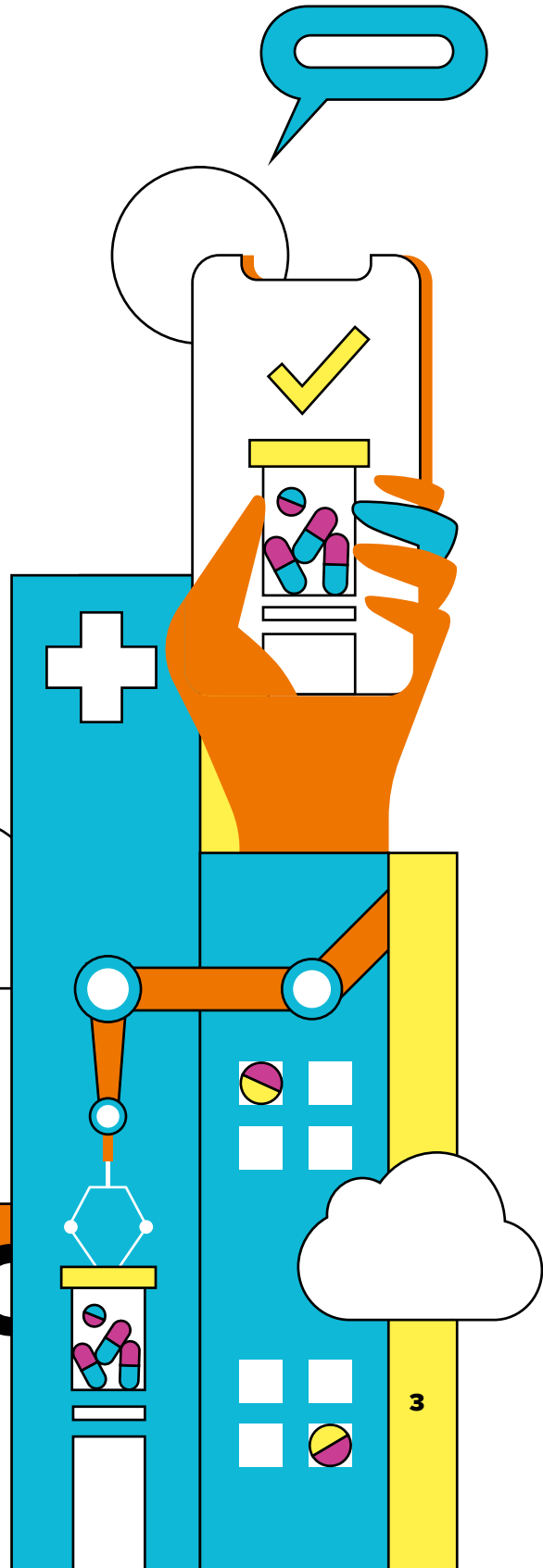
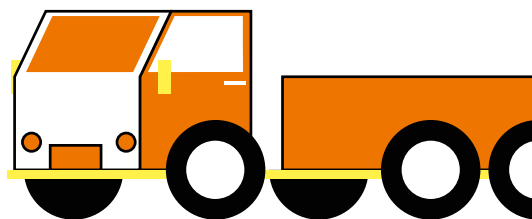
## Value Delivered

**M**uleSoft provides the most widely used integration platform for connecting any application, data source or API, whether in the cloud or on-premises.

A major provider of drug and medical device databases and data context-relevant products and services help our client's health-care professionals make precise decisions. Without drugs logged in the internal application, further dispensing is impossible. During the project we had successfully implement product data transferring from this provider to the new system which will be used to dispense drugs, and which will replace the legacy system.

MuleSoft collects drug data from the provider, maps this into relevant datasets and send to the new system on a monthly basis. As the pharmacies dispense throughout the day, their medical inventory will be continually depleted. The client's new system needed to send orders to a warehouse management system which supports the client's distribution teams in the UK and worldwide.

During the project SoftServe successfully implemented the full ordering flow between the new pharmacy system, MuleSoft, and the warehouse and back to help the system keep stocks loaded and not cause delays in the business process. SoftServe also successfully implemented the transfer of ASN—order confirmation messages from SAP PI/PO to the new pharmacy system.



## ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, energy, financial services, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation, from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy. No matter where you are in your journey.

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