



Disrupting the Status Quo in Pharmaceutical Distribution with Digital Transformation

Overview

Nadro, Mexico's top pharmaceutical distributor, manages 51 million products monthly. To meet a 25% annual demand growth, they partnered with TeamViewer and SAP for a cloud-based warehousing solution. This improved order picking time by 30%, cut training time by 93%, reduced errors, boosted customer satisfaction, and eliminated overtime, enhancing staff work-life balance.

Background

Founded in 1943, Nadro S.A. de C.V. is Mexico's leading pharmaceutical distributor. With 1,250 vehicles and 15 distribution centers, it delivers 51 million products monthly to pharmacies.

Nadro also provides training and specialized services to help pharmacies manage operations.

President Don Pablo Escandon Cusi aims to improve health across Mexico with high-quality solutions for employees and patients.

Nadro, like other distributors, faced supply chain disruptions, skills shortages, and economic volatility.

To stay ahead, Nadro needed to disrupt its warehouse strategy and digitally transform its operations to meet rising demand and deliver healthcare products efficiently. Unlike competitors who deliver once or twice a week, Nadro offers daily deliveries, totaling 400,000 deliveries monthly.

Solution

TeamViewer Frontline and SAP EWM provided Nadro with a modern warehouse solution. Warehouse workers received real-time order and fulfillment information through augmented reality (AR) digital workflows on smart glasses, allowing them to perform tasks hands-free. The solution included built-in exception handling, enabling immediate reporting of unavailable or damaged items, which triggered notifications to the backend system for prompt action.

Challenge

Nadro's previous picking process involved multiple steps using bulky, hand-held devices, leading to inefficiencies and high error rates.

Long ramp-up times for new employees and high turnover further exacerbated these issues, resulting in increased costs and the need for overtime.



Results

The vision picking solution significantly transformed Nadro's operations.

- ✓ **30% Reduction in Order Picking Time**
- ✓ **93% Reduction in Onboarding and Training Time**
- ✓ **Decrease in Error Rates Enhancing Customer Satisfaction**
- ✓ **Eliminated Overtime Improving Staff Work-Life Balance**

Nadro now operates with 400 Vuzix smart glasses powered by TeamViewer Frontline, with plans to expand the solution to all 14 warehouse locations.

The company continues to explore additional use cases for AR to further streamline operations.

Benefits of Digital Transformation

Disrupting the status quo brought several benefits to Nadro:



Increased Efficiency

Streamlined operations reduced the time and effort required for tasks.



Cost Savings

Lower operational costs due to reduced errors and overtime.



Enhanced Customer Satisfaction

Faster and more accurate order fulfillment.



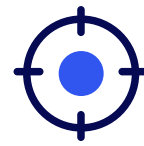
Employee Empowerment

Easier and more satisfying jobs for employees.



Scalability

A foundation for future growth to handle increasing demand.



Competitive Advantage

Staying ahead of competitors with cutting-edge technology.



Conclusion

By embracing digital transformation, Nadro has addressed current challenges while preparing for future opportunities, ensuring sustained growth.

Implementing vision picking has enabled Nadro to efficiently meet rising demand while enhancing employee satisfaction and customer service.

“TeamViewer’s Frontline augmented reality and SAP’s Extended Warehouse Management solutions enable the company to be data driven, innovate in ways that help our customers help patients, and deliver on our mission to improve the health of all citizens.”

– **Carlos Flores**
Chief Innovation Officer at Nadro



About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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