



Amcal Max  
Doncaster East, VIC



## CHALLENGES

The Amcal Max pharmacy, in Doncaster, Victoria, is a busy pharmacy with three pharmacists and one dispensary technician working at any one time.

Twelve months ago, the pharmacy's dispensary was cramped and didn't have enough storage space. The pharmacy was becoming more and more disorganised and inefficient as the business continued to grow.

Kishor Khatri, the pharmacy's owner, recognised the need to improve the workflow, but he also wanted to add a consulting and office room without losing any valuable retail space. Kishor decided to review the traditional finger bay shelving in the dispensary and investigate options which would save space while adding efficiency and accuracy to the dispensing process.

## ACTION

After consulting with Willach, Kishor Khatri and his partners decided to remove the traditional finger bay shelving and replace it with 5 bays of FAMA® Fastmover shelves to store the pharmacy's top 500 lines.

The remaining lines would be stored compactly in 3 bays of FAMA® K drawers.

## RESULTS

The changes have allowed the pharmacy to gain an extra 10 square meters of space which has provided a new office and DAA packing area.

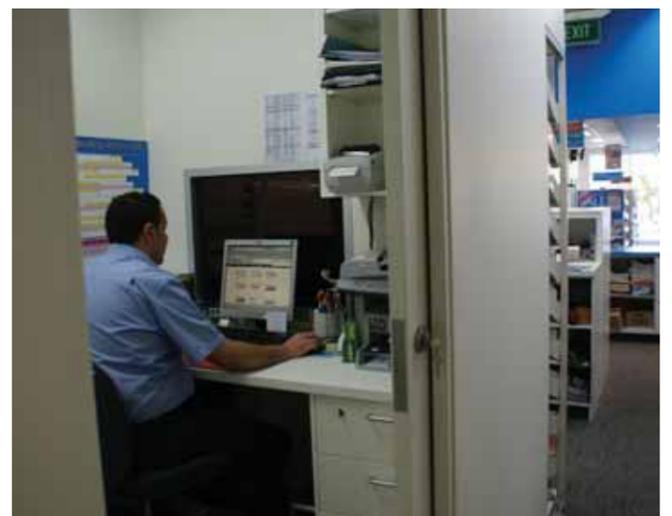
All of the pharmacy's medicines are neatly stored in the FAMA® shelves and drawers, giving the dispensary a more professional appearance and allowing easy access for the pharmacists.



FAMA® Fastmover drawers store the pharmacy's medicines neatly and compactly.



The shelves store the pharmacy's top 500 lines.



The changes mean the pharmacy now has a separate office.

“We’re thrilled with the results. Willach helped us to conduct a thorough analysis of our dispensary. The changes mean we’ve been able to improve our stock management and this, in turn, has improved our cash flow.”

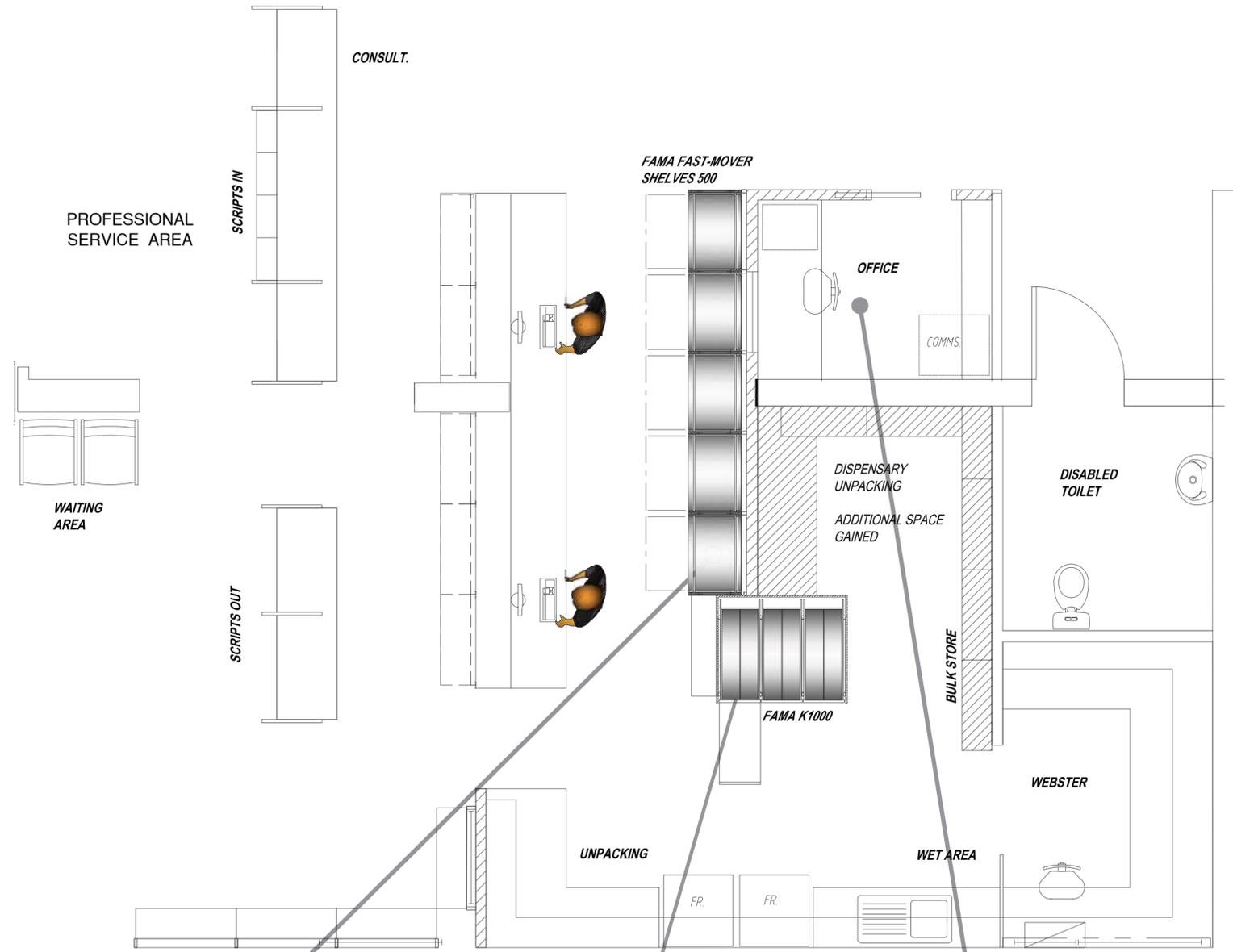
- SAM MAALOUF, RETAIL OPERATIONS MANAGER AT AMCAL MAX DONCASTER EAST.

“With Willach’s FAMA® Fastmover Shelves, stock is divided in channels and neatly segregated by product. Pull out trays make it easy to see stock levels and I can quickly and easily scan to reorder.”

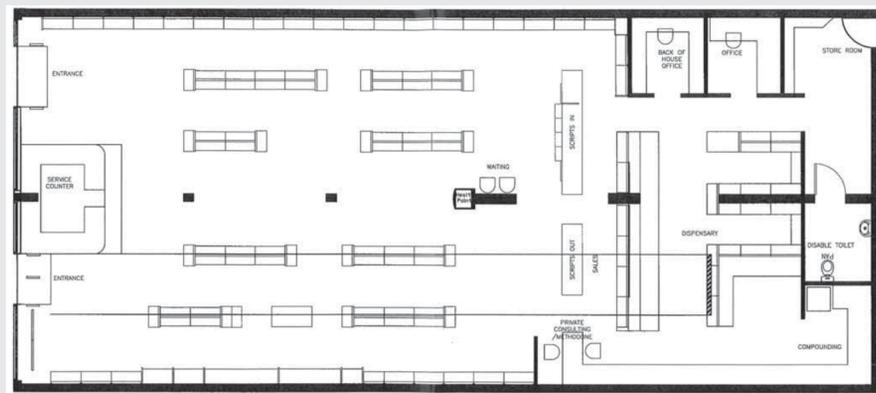
“The FAMA® drawers keep our remaining stock clean and organised.”

- VANIA DA SILVA, PHARMACIST AT AMCAL MAX DONCASTER EAST.

## RE-DESIGNED FLOOR PLAN AFTER



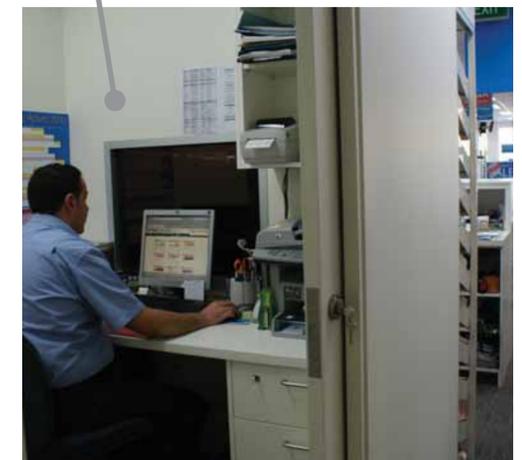
## ORIGINAL FLOOR PLAN BEFORE



Pharmacists have easy access with the FAMA® fast-mover shelves.



FAMA® K drawers store the pharmacy's medicines compactly.



The space savings have allowed for an office.

Whether you fill 50 or 1000 + prescriptions a day, Willach has the right dispensary solution for you. We have tailored solutions for any size, type or budget.



### Robotic dispensers

CONISIS® robotic dispensers offer a tailor-made and highly efficient automation concept for your dispensary. With CONISIS® you will be able to automate more than 90% of your daily dispensed products on a footprint starting at just 0.8 sqm. The CONISIS® software interfaces with all major dispensary software.



### Drawer systems

With a customised FAMA® drawer solution all products in your dispensary are organised in a compact, efficient and professional manner. FAMA® neatly stores all medication in your dispensary, including scripts ready, scripts on file and excess stock.



### Round shelves

The FAMA® round shelves combine high density storage with optimum product visibility and easy access.

Due to a patented magnetic mechanism, filling is quick. Trays do not have to be pulled out to replenish stock ensuring a safe and convenient replenishing process.



### Fastmover & worktop systems

The FAMA® fastmover and worktop shelves are a modular system that can be configured to your individual needs and requirements. Pull out trays easily store up to 1500 packages using the FIFO (First in – First Out) principle. Support rails hold plastic bins for particular patient medication.