



Data cubes - Design and Setup

(PE-owned institutional pharmacy business)

Developed a **MS Access database** to store customer contract details in order to provide easy visibility into the pricing details, contract compliance, expected revenues and profitability.

CASE STUDY – ANALYTICAL TOOL FOR MANAGING CUSTOMER CONTRACTS FOR AN INDUSTRIAL PHARMACY CLIENT

ABOUT THE CLIENT

Company is a **PE-owned institutional pharmacy business**.

SITUATION



- The company did not have easy visibility in to the pricing details for various services and sub-services of its customers.
- Therefore, it was not possible to have an accurate picture of the contract compliance, expected revenues and profitability.
- Partnered with the PE firm and the portfolio company to develop an analytical tool in the form of a database for all the customer contracts.

VALUE ADDITION



- Evaluated the raw data on pricing details for all customers and converted in to standardized metrics and segmented the information in to various categories
- Developed a MS Access database that allows user to seamlessly add, edit and delete contract information in a standardized format.
- The tool also allows user to search, analyze and export pricing information of the contracts by any dimension.

IMPACT



- Ability to have a structured view of the contract details
- This allowed the company to identify gaps in information regarding the contracts
- Provided access to a reliable tool to analyze pricing information and potentially make business decisions

CONTRACTS DATABASE: HOME PAGE AND FACILITY INFORMATION

Can search existing records by facility or customer

Contracts Database

Contracts Database

Look up existing records:

Enter Facility ID Enter Customer ID

[Advanced Search](#)

[Search Contracts By Services Provided](#)

Add new record:

Can do advanced search using multiple criteria and by services provided

Allows user to add new customer, contract or services

All the basic information of the contract is displayed

Facility Contract Information

FACILITY NAME	CLEV-107 OAKHILL MANOR CARE CENTER	ADDRESS	4466 Lynnhaven Ave, Louisville, OH 44641
CUSTOMER ID	29 <input type="button" value="Customer Details"/>		
PHARMACY	CLE		
NUMBER OF BEDS	96	CONTRACT START DATE	6/1/2011
PREVIOUS YEAR REVENUE (\$)	\$ 46,878.28	CONTRACT END DATE	5/31/2016
SERVICE START DATE		AUTO RENEWAL TERM (MONTHS)	0
FULLY EXECUTED (Y/N)	Yes	RENEWAL EXPIRY DATE	
CREDIT TERMS DESCRIPTION	The facility shall remit payment within 30 days of receipt of invoice. If invoice not paid when due, Pharmacy, at its option upon 10 days prior written notice shall have right to declare all outstanding invoices immediately due & payable in full and require Facility to pay on COD basis until all invoices are current.	TERMINATION PROVISIONS DESCRIPTION	
CREDITS AND RETURNS			
ACCOUNT MANAGER NAME	N/A		

The applicable services for the contract are enabled for deep-dive

CONTRACTS DATABASE: ADVANCED SEARCH

Advanced Search

Advanced Search

Customer ID :

Customer Name :

Facility ID :

Facility Name :

Group/Corporate Affiliation :

Facility Address :

Pharmacy :

Customer Type :

Fully Executed :

Account Manager Name :

To search within a specific range, click on the check box beside the labels below to enter the search criteria

Number of Beds : ☐

Previous Year Revenue (\$) : ☐

Contract Start Date : ☐

Contract Expiry Date : ☐

Search

Advanced search can
be conducted by up to
14 metrics

CONTRACTS DATABASE: DETAILS OF SERVICES

All the pricing details for the services are provided for the user

Non-Infusion Therapy Services

Save Record Delete Record << < > >> Go Showing record 1 of 2

CUSTOMER ID 29 FACILITY ID 107

SERVICE TYPE CODE FACI PRICING SEQUENCE NUMBER 1

LOWER OF FUL (Y/N) AWP TO WAC (Y/N)

Non-Legend (OTC) Products:

BASE PRICE CODE (BRANDED) MAC BASE PRICE CODE (GENERIC) MAC

(DISCOUNT)/PREMIUM (%) (BRANDED) (DISCOUNT)/PREMIUM (%) (GENERIC) (12.00%)

DISPENSING FEE (BRANDED) (\$) \$ 3.70 DISPENSING FEE (GENERIC) (\$) \$ 3.70

ADDITIONAL FEE PER DOSE (BRANDED) (\$) ADDITIONAL FEE PER DOSE (GENERIC) (\$)

REMARKS MAC + \$3.70. Where no MAC exists, AWP - 12% + \$3.70

Legend Products:

BASE PRICE CODE (BRANDED) MAC BASE PRICE CODE (GENERIC) MAC

If sub-services exist, user can see which of them are applicable to the contract and click for details

Infusion Therapy Services

BASIC CONTINUOUS

HYDRATION TPN

IV PUMP FLUSH

SURVEY OTHER SERVICES