

# IT Systems Saves Animals

## Case Study — Vetoquinol UK Ltd

**Vetoquinol UK Ltd** is one of the top 5 UK Veterinary Manufacturers.

It supplies a number of essential treatments and medicines to UK Vets to treat a wide range of animals from dogs, cats, horses and even exotic wildlife like lions and tigers.

These life saving medicines is time critical and requires accurate and efficient delivery.

CIS Ltd has worked with the IT staff at Vetoquinol to ensure that the computer hardware and software enhance the day to day business of the company.

Whilst ensuring that Servers and Staff Workstations are maintained for Year round reliable operation, we were also able to assist in the design, commissioning and implementation of bespoke software that matched and accelerated the real world needs of an increasingly competitive and time sensitive market.

Historically, a number of traveling Sales Representatives visited Vets practices to inform staff of the latest developments, applications and uses of the Vetoquinol range of Pharmaceuticals.

Each Friday would have to be allocated to completing paperwork, administration and updating manual customer files.

The new system implemented in 1999 used the power of the Internet, portable laptops, standard Broadband links to allow records to be made during each visit.

This means that requests for samples, information packs or actual orders could be processed that same day ensuring that Animal Professionals had access to the right products from Vetoquinol at the right time for treatments.



Obviously with Vets having faster access to newer treatments and techniques meant that many Animals have received the best treatment and benefit from Vetoquinol Products.

This faster and improved service has saved Animals unnecessary pain, illness or loss.

Fridays were now used for spending time with those that mattered rather than unproductive paperwork.



Further extensions to this system delivered a greater understanding of product supply and demand, and also improved Customer Relations which directly increased revenues.

*“Our IT Systems makes a Real Difference to our Customers...”*

*Karl Kamm—Operations & IT Manager*

**Vetoquinol are a valued CIS customer.**

[www.vetoquinol.co.uk](http://www.vetoquinol.co.uk)

### Client Profile

UK Staff	51
Worldwide Staff	1140
Annual Turnover UK	£8m
Number of Sites UK	2
Internal IT Staff	2
Number of Workstations	51
Number of Servers	5
CIS Client Since	1995

### Special points of interest:

- *New IT Systems saved at least 18 man days per week*
- *Improved Customer Relationships assisted with IT increased sales by 37% in 3 years.*
- *Increased Efficiency delivered more than £250,000 of savings from improved inventory management*
- *Business Management Information predicted accurate future stock levels to maximise future revenues*