

Aspire Systems Enables Real-Time Inventory Visibility Across 1,200 Stores for Nahdi Medical Company with Oracle Retail Store Inventory Operations Cloud Services (SIOCS)

Industry

Healthcare Retail

Business Presence

Saudi Arabia & UAE

HQ

Jeddah, Saudi Arabia

About the Client

Nahdi Medical Company is the leading healthcare retail pharmacy chain in the Middle East, operating approximately 1,200 pharmacies and clinics across Saudi Arabia and the UAE, with annual revenue of US\$2.32 billion. Nahdi Medical Company delivers pharmaceuticals, medical devices, wellness products, and healthcare services through a large-scale omnichannel retail network.

Business Challenges

Nahdi Medical Company's legacy Inventory Management platform was retiring and had become obsolete, creating significant long-term support and scalability challenges. Limited real-time visibility across stores and distribution points restricted accurate stock allocation decisions and resulted in recurring stock imbalances, including stockouts and overstocks. Manual processes and system integration challenges further constrained operational efficiency and slowed responsiveness across store operations.

To address these issues, Nahdi required a modern Oracle Cloud-based inventory platform capable of delivering enterprise-wide, real-time inventory insights. The solution needed to enable intelligent automation, mobile inventory management for store associates, and seamless integration across the broader retail ecosystem while ensuring business continuity and minimizing disruption to day-to-day store operations.

Key Challenges

- ▶ Obsolete SIM platform creating supportability and scalability risks
- ▶ Limited enterprise-wide, real-time inventory visibility
- ▶ Reactive planning and manual replenishment processes
- ▶ Fragmented store workflows for counts, transfers, returns, and adjustments
- ▶ Limited mobile access for store associates
- ▶ Insufficient analytics for inventory optimization
- ▶ Complex integrations across RMS, Xstore, Logfire, omni-channel apps, and third-party systems
- ▶ Growing technical debt highlighting the need for process reengineering to modernize operations and enhance future scalability

Aspire Systems' Approach

Aspire Systems implemented an Oracle Cloud-based inventory transformation program centered on Oracle Retail Store Inventory Operations Cloud Services (SIOCS). The solution unified Nahdi Medical Company's retail ecosystem, automated core inventory processes, and delivered real-time visibility across 1200 stores.

Some of the key aspects of the solution included:

- ▶ Implemented Oracle Retail SIOCS to enable real-time inventory visibility across 1,200 stores
- ▶ Automated product group creation, scheduling, adjustments, transfers, warehouse deliveries, RTV, and RTW
- ▶ Enabled GS1 barcode-based batch and expiry tracking to ensure regulatory compliance and strengthen traceability for pharmaceutical products.
- ▶ Leveraged RICS to orchestrate integrations between RMS and SIOCS
- ▶ Integrated Xstore with SIOCS via secure REST APIs for real-time POS inventory updates
- ▶ Developed stock-on-hand APIs to support accurate eCommerce inventory exposure
- ▶ Delivered custom dispatch portals, stock count workflows, and operational reports
- ▶ Ensured reliable data exchange through SOA-based integrations
- ▶ Executed phased rollout with pilot go-live and controlled deployment
- ▶ Provided structured training, documentation, and ongoing support

Business Benefits



Real-time inventory visibility across 1,200 stores, enabling centralized and data-driven inventory control



Improved inventory accuracy and reduced stock discrepancies across the retail network



Automated core inventory workflows, lowering manual effort and streamlining operations



Scalable cloud-based platform designed to support ongoing business growth and expansion



Seamless integration across RMS, Xstore, and third-party systems, ensuring consistent and reliable data exchange



Strengthened regulatory compliance through GS1-enabled batch and expiry traceability



Enhanced product availability with faster and more reliable fulfillment



Increased store productivity and overall operational efficiency

About Aspire Systems

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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