

Major Pharmacy Retailer Achieves Groundbreaking Data Processing

CLIENT

Fortune 50 Pharmacy Chain

INDUSTRY

Pharmacy

CHALLENGE

The retailer struggled with outdated systems that could not support the volume of transactions required by their business—up to a billion annually. They needed to update their analytics capabilities to process data daily rather than weekly to stay current with their transaction processing. The existing system was cost-intensive and inadequate for the complex tasks required.

APPROACH

The pharmacy retailer partnered with Milliman to implement the SkySail platform, which ingests and rapidly analyzes claims data from any source. The Milliman team customized SkySail to meet the retailer's needs for scalability and flexibility in handling massive data volumes. The team also developed custom modules for efficient claim categorization and complex PBM-pharmacy data exchanges to support the retailer's operational needs.

IMPACT

Adopting SkySail revolutionized the retailer's data processing system, leading to a significant reduction in operational costs and time required for data analysis. The retailer now benefits from a more efficient, performance-optimized system with near-real-time data access, which has improved their decision-making and operational responsiveness. The improvements have led to substantial financial savings in the tens of millions of dollars.



\$30-\$50MM
cost savings

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