



Empowering healthcare at scale

How Dis-Chem streamlined
Covid-19 testing with bold
automation and
technology

Dis-Chem +

**CUSTOMER
SUCCESS STORY**



Customer challenge

Dis-Chem Group is one of South Africa's largest and most recognised pharmacy chains, with over 150 stores, more than 18 000 employees, and a turnover exceeding £1 billion. Known for its pharmaceutical expertise and diverse retail offerings, Dis-Chem also operates an extensive clinical services network.

During the Covid-19 pandemic, the company launched 22 drive-through testing sites to meet unprecedented demand. However, manual, paper-based workflows quickly became unsustainable. Staff were stretched thin, queues became chaotic, and the reliance on handwritten forms caused errors and delays.

The solution

Dis-Chem partnered with First Technology and HP to deploy the *HP Engage Go Mobile* solution; an adaptable, tablet-based platform purpose-built for healthcare and retail environments.

The system automated the end-to-end testing process, from digital pre-registration to real-time lab integration and instant delivery of results via text and email.

Within just two weeks, the solution was live at 16 sites, transforming operational efficiency and the customer experience.

"Staff absolutely love the HP system because it is easy to work and get results with no human intervention and no test lag. It's absolutely brilliant."

Liz Kruger | National Clinic Manager at Dis-Chem

The results

- **Throughput skyrocketed:** Increased testing from 250 to 3 000 per day.
- **Faster results:** Reduced wait times from 10–14 days to just 48 hours.
- **Error-Free operations:** Eliminated handwriting issues and manual processing errors.
- **Staff efficiency:** Freed nurses to focus on patient care instead of administrative work.
- **Scalability:** Plans in place to roll out the solution across 370 clinics nationwide.