Healthcare Services Provider – Strategic Inventory Excellence with Hala

Client: Healthcare Services Provider – National Unified Procurement Company

Sector: Government Health Logistics & Pharmaceutical Distribution

Facility: Hala Jeddah Warehouse

**Scope**: Inbound pharmaceutical logistics, advanced inventory processing

#### The Challenge

**Healthcare Services Provider**, the Kingdom's centralised public health logistics agency, needed a partner that could meet — and ideally exceed — demanding performance standards across inbound receiving, accuracy, and compliance for highly regulated pharmaceutical inventory.







### Hala's Strategic Response

- Integrated WMS platform with Healthcare Services Provider 's audit framework
- Real-time receiving accuracy tracking + digital dashboards
- Advanced training to align warehouse teams with public health KPIs
- Continuous data-driven process improvements in inventory handling
- Seamless compliance with SFDA pharma-grade protocols





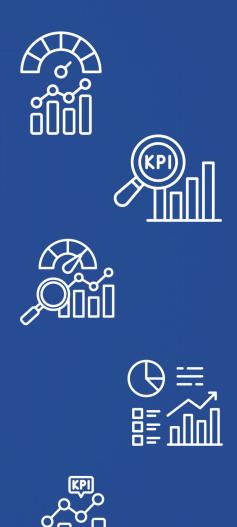








| KPI Metric                    | Target KPI | Actual 2025 YTD | Achievement   |
|-------------------------------|------------|-----------------|---|
| Receiving Accuracy            | 96.5%      | 97.52%          | Exceeded target   |
| Damage Reporting Accuracy     | 97.0%      | 98.51%          | Exceeded target   |
| Expiry Documentation Accuracy | 98.0%      | 100.00%         | Exceeded target   |
| Temperature Report Accuracy   | 98.0%      | 100.00%         | Perfect performance                                       |
| Barcode Receiving Compliance  | 96.0%      | 99.56%          | Exceeded target   |
| Average Receiving Time        | ≤2.0 days  | 1.80 days       | <b>Met target</b> (with additional audit checks in place) |



6 out of 6 metrics exceeded or fully met, driving consistent inbound excellence and regulatory confidence.





#### **Key Proof Points**

- Zero failure rates across all compliance-sensitive tracking categories
- Digital-first receiving process = traceability, speed & accuracy
- Enabled transparent inventory flow across national medical sites
- Supports Vision 2030 through world-class public health logistics
- Delivers confidence to Healthcare Services Provider in handling critical stock across KSA

#### **Strategic Value**

This case highlights Hala's DNA in action: by decoding operational bottlenecks, aligning with Healthcare Services Provider 's strict KPIs, and transforming compliance needs into performance wins, we delivered **real value** to Saudi Arabia's most mission-critical healthcare supply chain.







