



## THE THRILL OF THE SOLVE

# A CASE OF FASTER PRICING UPDATES

Inside Cencora, the extraordinary problem-solvers of C.O.R.E. (Commercial, Operational, and Relationship Excellence) take on healthcare providers' most complex and pressing challenges.

Their mission: to examine every contingency from every angle until barriers dissolve into breakthroughs.

### C.O.R.E. CASE FILE

**CASE FILE NO:** C.O.R.E.-0021.01  
**CLASSIFICATION:** Real-time pricing updates  
**STATUS:** Ongoing

#### BRIEF

A C.O.R.E. insight reveals pricing updates aren't being reflected in the ordering platform fast enough. Through conversations with healthcare providers, C.O.R.E. validates the following:

- The checkout price doesn't always match the invoice price
- In extreme cases, pricing updates can take days to recalibrate
- Mismatches trigger credits and rebillings, creating unnecessary work

#### INVESTIGATION

Partnering with experts across Cencora, C.O.R.E. takes a deep dive into the opportunity. They learn:

- Backend systems are weighed down by legacy customer, catalogue, and logistics data
- Alleviating overall strain on backend operations will enable faster pricing updates in the platform

#### HYPOTHESIS

A combination of systemic improvements and bespoke solutions will speed up pricing updates to create a better experience for providers.

#### C.O.R.E. OPPORTUNITY

Take **Cencora's catalog of over 250,000 unique products** and develop a solution that dramatically accelerates pricing updates.

#### C.O.R.E. EXPERTS

Cross-functional specialists assemble to capture the voice of the provider and address technical support needs, including customer experience, operations, IT, and application delivery services.

### The C.O.R.E. Approach

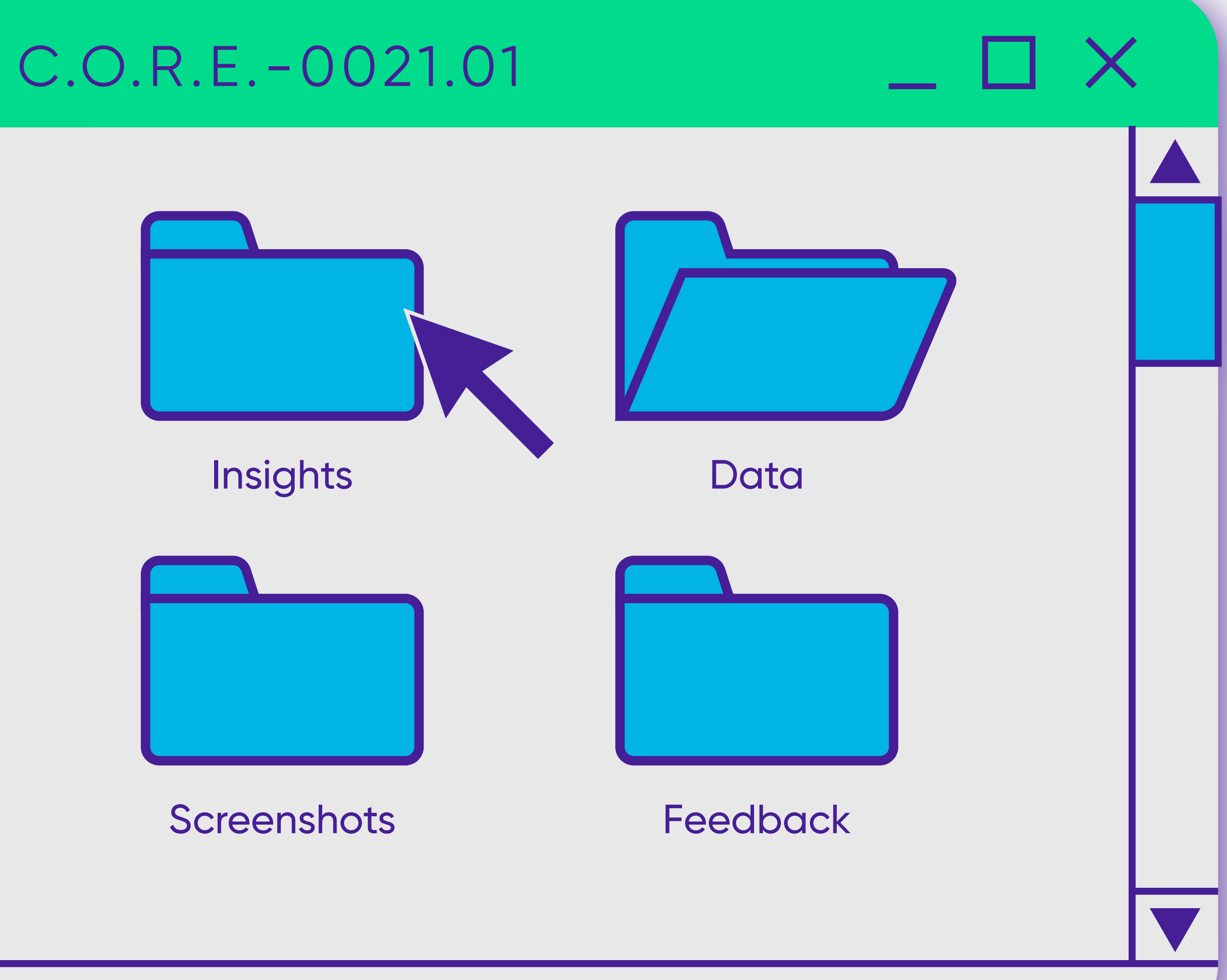
**STEP 1: ANTICIPATE**  
LISTEN TO AND LEARN FROM PROVIDERS. SEE OPPORTUNITIES THROUGH THEIR EYES.

**STEP 2: EXPLORE**  
ASSUME NOTHING. THOROUGHLY UNDERSTAND CAUSE AND EFFECT.

**STEP 3: COLLABORATE**  
WORK AT THE ENTERPRISE LEVEL. ALWAYS STRIVE FOR SIGNATURE-LEVEL SERVICE.

**STEP 4: PROGRESS**  
MAKE UPGRADES ON THE GO. WORK ITERATIVELY AND WITH A BIAS FOR ACTION.

**STEP 5: SCALE**  
LEVERAGE TECHNOLOGY TO CREATE ENDURING SOLUTIONS FOR PROVIDERS.



#### SOURCE QUOTE

"The more accurate pricing is at the time of order, the better the customer experience is. Making sure we have the right product, at the right time, at the right price is how we can help enable our customers to provide excellent patient care."

Source: **Lisa Smith, RPh** – President, Specialty Distribution, Cencora

#### ACTION & RESULTS

After opening case file **C.O.R.E.-0021.01**, the team is focused on delivering two essential solutions:

**SOLVE 01** ✓

**Less clutter, more processing muscle**

**CHALLENGE**  
The order processing system has accumulated more data than needed.

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**SOLUTION**  
Remove legacy build to increase server capacity and build real-time processing capabilities into our electronic data interchange (EDI).

**RESULTS**  
A **78% reduction in the maximum pricing update delay** – with many providers experiencing **same-day updates**.

**SOLVE 02** ✓

**An innovative new system for 340B providers**

**CHALLENGE**  
340B healthcare providers have a unique mandate to serve vulnerable populations, and the lag in pricing updates creates additional friction.

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**SOLUTION**  
Create a parallel pricing call service to support 340B providers.

**RESULTS**  
**340B providers now benefit from real-time pricing updates on all products.**

#### CASE STATUS: ONGOING

- Efforts will continue to scale real-time pricing updates across all healthcare providers and eliminate the need for a 340B pricing call service
- C.O.R.E. experts continue to streamline, optimize, and enhance, freeing up providers to focus on delivering care to their patients

### FOR THE THRILL OF THE SOLVE

As challenges emerge, C.O.R.E. opens new cases to solve them.

[Review other case files](#)