

PharmaOverseas

Juniper's AI-Native network puts resiliency in pharma supply chain

Simplify with AI-Native automation and unified management.

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Industry

Healthcare

Region

EMEA

Juniper cures pharma leader's growth pains with Mist AI

PharmaOverseas, a leader in pharmaceutical distribution in Egypt since 1995, serves patients and pharmacists through innovative technology and an efficient supply chain. The business stores and distributes more than 11,000 pharmaceuticals, supplements, and other products to retailers, hospitals, and government organizations.

Delivering to 30,000 pharmacies every day requires a smart and resilient supply chain, which PharmaOverseas is achieving through digital transformation. PharmaOverseas chose Juniper's AI-Native Networking Platform to assure better user experiences at 70 offices, stores, and warehouses.

Overview

Scale network for business growth

As PharmaOverseas' business doubled in 2023, its older network could not keep pace. Network downtime was plaguing employees at its head office, store branches, and warehouses across Egypt. User complaints about bad Wi-Fi were flooding into the IT support team, siphoning time away from more strategic projects. IT wanted to securely connect mobile devices and simplify network management through a holistic, unified console that provided end-to-end visibility across both wired and wireless.



"Juniper Mist AI has **completely streamlined** our branch transformation, making the transition from legacy network devices seamless and efficient."

Ahmed Gamal
Core and Collaboration
Team Lead,
PharmaOverseas

Transformation

PharmaOverseas now relies on Juniper's AI-Native Networking Platform, the only fully integrated AI-Native portfolio of campus and branch solutions, to deploy and maintain secure connectivity while realizing lower TCO and OpEx.

As the business grows, the IT team can easily add locations, users, and devices. Wireless and wired access is managed under a common Mist AI engine and microservices cloud infrastructure. User experiences are assured from end to end user by Juniper Mist AI.

"Becoming a leading pharmaceutical distributor is our goal, and we see Juniper Mist AI and Premium Analytics as essential tools for delivering excellent customer service," said Mohab Gazzarine, Chairman at PharmaOverseas.

“With Juniper’s AIOps, we can **proactively detect and solve network issues** before users are affected.”

Rana Ergawy
IT Infrastructure Manager,
PharmaOverseas

Outcomes

Resilient supply chain

30,000

Pharmacies receive deliveries daily

Improved experiences

90%

Reduction in network-related trouble tickets

Business growth

35%

Market share in Egypt

Solution and implementation

[Juniper AP32 Wireless Access Point](#)

[Juniper Mist Wireless Assurance](#)

[Juniper Mist Premium Analytics](#)

[Juniper AP43 Wireless Access Point](#)

[Juniper Mist Wired Assurance](#)

[Juniper EX3400 Switch](#)

[Juniper Mist Marvis VNA](#)

Network complaints drop while network uptime rises



“With Mist AI, we have significantly accelerated our incident detection and analysis, leading to **faster response and enhanced operational efficiency.**”

Ghada Essam
Core and Collaboration Consultant,
PharmaOverseas

PharmaOverseas upgraded 70 offices, store branches, and warehouse locations to Juniper’s AI-Native Networking Platform. Employees have fast, reliable Wi-Fi access to their SAP ERP system, collaboration tools, printers, VoIP, and video conferencing. The Juniper AP32s and AP43s deliver high performance Wi-Fi 6, as well as vBLE to support future IoT use cases, including physical security.

Juniper EX3400 switches provide exceptional performance and reliability for the campus and branch wired networks. Cloud-managed switching means the IT team can simplify deployment and IT operations while managing both wired and wireless from a unified console.

Juniper Mist Premium Analytics provides end-to-end network observability to optimize user and device experiences as well as location data to support business decisions like occupancy analytics and user engagement. The AI-Native Marvis Virtual Network Assistant streamlines network operations with proactive and prescriptive actions and integrated helpdesk functions.



Key takeaways and outcomes



“Juniper Mist enables **proactive network management** with insights which enhanced the user experience.”

Basant Gamal
Core and Collaboration
Consultant,
PharmaOverseas

Trouble-free operations and zero-touch deployment

Migrating to Juniper’s AI-Native Networking was trouble free, and ongoing operations are streamlined as PharmaOverseas grows. Zero Touch Provisioning made the deployment smooth. The IT team relied on the Juniper Mist Cloud to create the templates to configure the VLANs, port settings, and site groups to fit the different needs of office and warehouse locations.

Unified management for 70 locations

Managing a distributed network can drain IT resources, but Juniper’s AIOps tools lift the burden of common tasks. The IT team has centralized visibility into the network at all locations, and the network can proactively detect and resolve connectivity app and device connectivity issues.

Trouble tickets drop to nearly zero

Employees have consistently excellent Wi-Fi experiences since moving to Juniper’s AI-Native Networking Platform. Complaints about the Wi-Fi are rare and the service desk can quickly resolve most issues, resulting in fewer problems being escalated to the infrastructure engineering team.

Simplified, secure device onboarding

PharmaOverseas’ network engineering team was especially impressed with Juniper’s multiple pre-shared keys (MPSK) feature that provides secure channel encryption without an additional authentication server. This feature allows IT to quickly and safely connect multiple new users and devices.

More information

Learn more about Juniper healthcare solutions

To learn more about Juniper Healthcare Network Solutions, visit our website at <https://www.juniper.net/us/en/solutions/healthcare.html>

To learn more about Juniper Mist Wireless, visit our website at <https://www.juniper.net/us/en/dm/juniper-wireless-vs-cisco.html>

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