

# Pharmacy Services

Your strategic partner, focused on pharmacy

# RSM Australia Pharmacy Team Leaders

## Delivering end-to-end solutions for pharmacies



### **Kian Ghahramani**

Partner and National Leader, Pharmacy Services

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Kian Ghahramani is a Partner at RSM Australia, with over 15 years experience in accounting, taxation, and business advisory. Outside of the usual compliance, he provides tax planning, strategic outsourcing, tax advice, and restructuring services to small business clients, both local and international, and specialises in Pharmacy services, Information Technology and Property and Construction. Kian's involvement typically involves providing budgeting, cashflow, forecasting, tax planning and strategic advice to put his pharmacy clients on a growth path.



### **Matthew Gorge**

Partner, Pharmacy Services

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Matthew Gorge is a Partner at RSM Australia, with over 25 years experience providing business, taxation and superannuation services. This service has covered a broad range of industries including Health and Pharmacy Services. Matthew seeks to develop a strong rapport with his clients to provide not only compliance work but business and planning advice that adds value to the client. In recent years this has included the use of cloud-based technology to access and use current client data to assist with various services. Matthew's significant projects include assisting with business acquisitions, reviewing client information reporting and subsequent management process, outsource CFO services and restructuring for family agreements and succession.



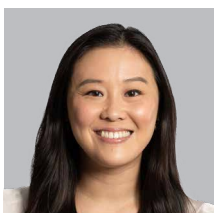
### **Emma Brown**

Director, Pharmacy Services

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Emma is a Director at RSM in Sydney and has over 10 years of experience in accounting, taxation and business advisory. Emma forms part of the Pharmacy Team at RSM and works with owners managing KPIs, understanding cashflow, and also works on acquisitions, ACPA and Council matters. In addition, Emma provides business advisory, accounting and compliance services to her clients. She is motivated by her clients being able to rely on her to take care of navigating the tax and financial complexities within their businesses and providing them with relevant information to enable them to operate their pharmacy efficiently and grow the business.



### **Anne Seah**

Manager, Pharmacy Services

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Anne is a highly experienced professional in the fields of accounting, tax, and business advisory, with a strong track record spanning eight years. She is passionate about providing comprehensive and outcome-focused services to her clients and specialises in working with pharmacy owners to help manage their business performance and tax obligations and achieve a balanced commercial outcome.

# Experience the power of being understood

## At RSM, we know pharmacy.

- **First-hand knowledge**

Over 20 years of Pharmacy experience through working with pharmacy owners, The Pharmacy Guild of Australia and various industry bodies

- **Accessible anywhere**

Accounting services provided to owners through 30 offices across Australia

- **We speak the same language**

\$1 discount, PBS reforms, professional services, gross margins, leases, sales, profit – we understand and know how to help

- **The industry knows who we are**

Pharmacy Valuers, Conference presenters, Australian College of Pharmacy supporter for over 10 years, pharmacy author and columnist – RSM is a part of the industry

## 5 ways you can benefit from our experience:

By having an accounting and business advisor who understands your industry, pharmacy owners can benefit by:

- 1 Gaining from our experience in dealing with a range of pharmacies – different models, locations, size.
- 2 Gaining from our understanding of the industry benchmarks and how your business can improve.
- 3 Having access to pharmacy solutions which we are able to develop because we deal with many owners and their businesses.
- 4 Knowing that we will understand the issues you are facing and suggest the right strategy for you.
- 5 Knowing that we can tackle the issues appropriately and, if necessary, bring in other industry specialists to address the particular area of concern you may have.

We have a team of accountants who can talk directly to the issues that you face in your pharmacy.

*Lillian*  
One of the  
RSM team



## What is your strategy?

At RSM, we know Pharmacy. With PBS reforms bringing pressure to bear on business profits, we believe that the right strategy is needed if pharmacy owners are to adopt a pharmacy model that will provide a sustainable business for the future.

Whether the issue be which pharmacy model you should adopt, location rules, getting the right tax structure, managing cash flow or buying a pharmacy, RSM can strategically advise you on how to best manage your business issues.

## Experience and knowledge

### How can we help you?

Pharmacy profits and cash flow require the right information quickly and we can work with owners to put in place the right reporting systems and management processes. Managing tax well is what we do naturally as accountants, but ensuring the profits are maximised before that is what the RSM pharmacy team can work with you to achieve.

**Here are just some of the areas where RSM's Pharmacy Services can help you:**

- Buying a pharmacy
- Cloud accounting and reporting solutions
- Improving your pharmacy
- Managing your cash flow
- Strategy & advice
- Structures, finance & valuations



We have been associated with the pharmacy team at RSM for over 15 years. Their expert advice has been invaluable in assisting us through the growth phases of our group and strategically working with new opportunities.

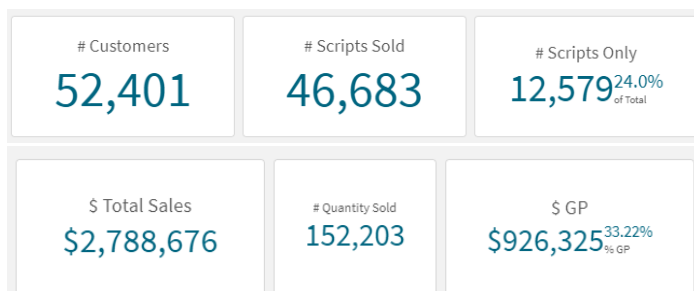
***Brendan O'Loughlin & Alisa McCowen***



# Your retail pharmacy management dashboard — anywhere, anytime

Pharmacy owners can now get a clearer view of the myriad of data available in their pharmacy. That means greater insights, better decisions and better management.

At RSM, we know pharmacy and understand the power of data.



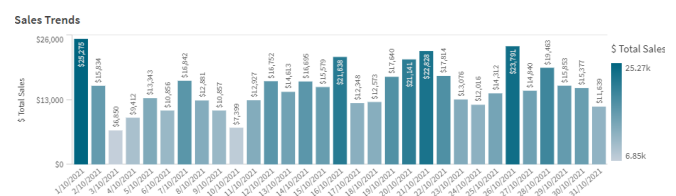
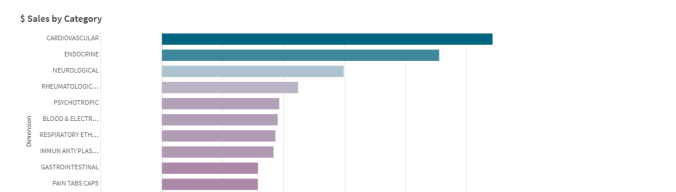
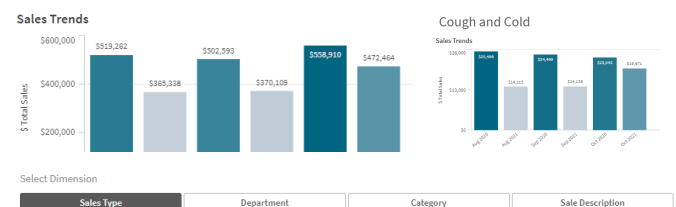
## Drill down and find opportunities — instantly

Once you see the high level information, the questions start to flow. To have the ability to drill down quickly and target performance enables pharmacy owners and their management team to make quicker decisions and improve incremental profits.

This reduces loss of profit events, increases profit opportunities, increases the healthcare opportunities and improves the relationships you have with different customers.

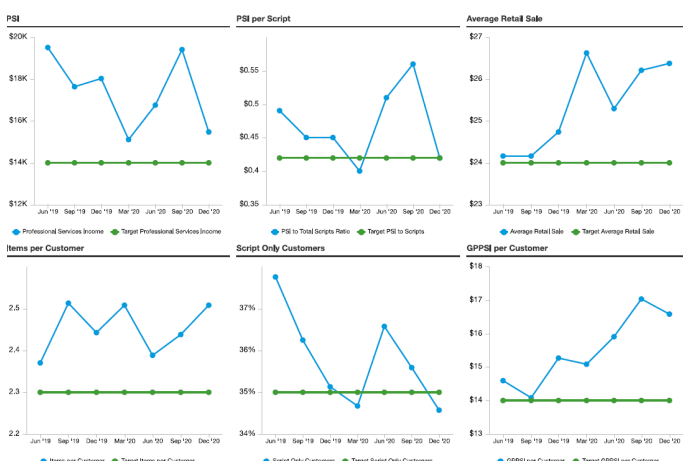
## Quick access and flexible information

We understand the power of putting the right data into the hands of pharmacy owners. Being able to quickly see your pharmacy performance from anywhere at any time fits with today's business practices. With a flexible data management tool, you can create the dashboards that you want for today, and replace them with the measures that are important for tomorrow's projects.



## Multiple data sources brought together

By bringing together multiple data sources, KPI tracking moves to another level. It means you can eliminate double handling of data, get rid of spreadsheets and the data entry errors that come with them. It also empowers the team by improving their understanding of the outcomes of their role and practices within the pharmacy.





## Data – lots and lots of it

Your pharmacy carries thousands of SKUs, whether they be prescription medicine or retail products. You provide professional services. You deal with customers, staff, you operate a business and pay costs.

And pharmacy data can come from a variety of sources – your POS, cloud accounting file, rostering system and other apps in use in your pharmacy.

## Double handling data?

Many businesses use multiple applications for the different operational aspects and pharmacy is no different. Owners can spend a lot of time just collecting the right information from the various data points noted above and then they can spend more time putting the information together to extract the KPIs and trends that are relevant.

Finally, when these tasks are complete, they can start to assess the information and make decisions.

At RSM, we know that pharmacy owners are busy and often the time they want to spend just working on the business is not when they are at the pharmacy.

To identify the signs of success, or failure, can sometimes not be easy. You need a way of viewing this data in an easy-to-manage environment, one place, from anywhere, any time.

## Time to retire those spreadsheets

Pharmacy management, like all aspects of pharmacy, has evolved and we have seen many unique approaches to gathering data and analysing the pharmacy's performance.

It's time to retire your favourite spreadsheets and free up some valuable time of you and your team members. These various data points can be joined together to enable you to gain a clear view of your pharmacy performance.

## More than one pharmacy?

Perhaps you would like to look at each pharmacy in turn, or perhaps compare each pharmacy to your total portfolio, or compare similar pharmacies to each other.

## KPIs, accounting and non-financial data?

Because we understand Pharmacy, we recognise the importance of blending financial and non-financial data to track Pharmacy performance. So information from your cloud accounting file and payroll system is also relevant and important.

## RPM Dashboard by RSM

RSM's Retail Pharmacy Management (RPM) Dashboard can bring your data alive. At a click, from anywhere, anytime, you can access your pharmacy data and assess business performance at many levels.

The ability to combine and assess data using RPM is only limited by you and how much you want to know about your pharmacy(ies).

# RSM brings more than just accountants

Whether it be in retail and marketing, law, finance, property or business acquisition or disposal, RSM know experts who can fill in the gaps on the strategic plan and cover those specialist areas. When you do a new fit out, who is managing the landlord, franchisor and fit out team to protect your interests? When your lease is up, who is the best person to negotiate your lease? When you go into business, have you considered what insurances you need? These are just some of the specialist issues that we know you need to address and can introduce you to the right person.



## Want to know more?

Contact the Pharmacy team at RSM today to discuss making pharmacy management more timely, more accessible and more meaningful.



[rsm.com.au/pharmacy](https://rsm.com.au/pharmacy)



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**HEALTH SERVICES**  
by RSM

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