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1.03. Who uses mSupply?

This list isn't exhaustive.

All sites are multi-user with the number of sites x number of concurrent users at each site in brackets unless denoted by SU (="Single User") after the name.

Our 3 largest users are:

Country	Total Sites	Desktop Sites	Mobile Sites
Myanmar	639	559	80
Côte d'Ivoire	1215	419	796
Papua New Guinea	447	42	405

Africa

Angola

Going live at CECOMA (their CMS) in Feb 2023)

Côte d'Ivoire

- Designated national system
- Type of system: WMS & ELMIS
- As of December 2021: over 700 sites- mixture of desktop and mobile
- 30 sites with World Bank funding from 2021

Djibouti

Went live at 14 sites May 2023

Democratic Republic of Congo

• Cordaid (3)

Gambia

• Gambia Central Medical Stores (14)

Ghana

- Central Medical Stores (5)
- Status 2015: CMS was destroyed in a fire in 2014, and the project has been on hold since then.

Niger

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• 2 regional warehouses managed by Chemonics (SU) - 2020

Nigeria

- Six Government state stores (6 x 3)
- Ten Government stores managed by Axios (10 x 2)
 - Axios HQ, Abuja (4)
 - Axios uses mSupply synchronisation to connect sites that don't have full time internet access. This system has been in use since 2010, and continues to function well.
- FCMS Store, Lagos (5)
- Jigawa CMS
- From March 2016: 20 new users spread over 6 states (Kaduna, Katsina, Zamfara, Kano, Jigawa, Yobe)
- Private non-pharmaceutical supplier, Lagos (STIL)(SU)
- UNFPA warehouse, Lagos (5 users) 2021

Liberia

- Axios: 1 site synchronising to a central server
- Liberia MoH: 11 sites being consolidated to a single mSupply installation Dec 2016
- using EPI module: yes

Malawi

- Orant Charities (SU). From 2017.
- Nkhoma Hospital Pharmacy Department. From 2015

São Tomé and Principe

- Designated national system
- Type of system: WMS & ELMIS
- National supply chain system (10 users 2021, expanding to 40 users in 2022)

Sierra Leone

- Designated national system
- Type of system: WMS & ELMIS
- MRC (SU)
- Crown Agents Ebola Response and Free Health care distribution (20) several stores around Freetown running from a single cloud server.
- National Pharmaceutical procurement unit (2017). Central server with 18 users, 13 regional sites, et al.
- LSHTM Ebovac (2017). Server with 5 users.

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South Sudan

- Designated national system
- Type of system: WMS & ELMIS (expanding to ELMIS H2 2022)
- MoH Central Medical Stores (5 users)
 - Expanding to whole country in 2022
- UNDP Juba (5 users)

Zambia

• Churches Health Association (4 users)

Zanzibar

- ZILS (5 users)
 - this system employs an EDI interface to pick up orders sent to a dropbox folder from the Zanzibar LMIS system and incorporates it into mSupply
 - expanding to Pemba in 2022

Pacific

Cook Islands

- Desktop Sites (5) 2018
- Mobile Sites (10) 2018
- using EPI module: yes

Federated States of Micronesia (FSM)

7 users at CMS/main hospital - 2012

Kingdom of Tonga

- Central Pharmacy Medical Stores (3)
- Vaiola Hospital (4)
- Haapai Hospital (SU)
- Vava'u Hosptial (SU)
- 'Eua Hospital (SU)
- Mobile (11)
- National Covid 19 vaccination program run using mSupply mobile 2021
- using EPI module: yes

Kiribati

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 - Designated national system
 - Type of system: WMS & ELMIS & Covid Vaccination Record
 - Tungaru Hospital (9)
 - 3 34 sites using mSupply mobile
 - National Covid 19 vaccination program run using mSupply mobile
 - using EPI module: yes

Marshall Islands

• Ministry of Health/Majuro Hospital (2)

Nauru

Central Hospital and Stores (6 users)

Palau

3 sites including CMS- went live in 2022.

Papua New Guinea

National Department of Health

- Designated national system
- Type of system: WMS & ELMIS
- Central server (cloud hosted) with 12 client users
- 28 Sync server sites (Area medical stores (AMS), provincial hospitals) with 118 client users
- 13 Single-User desktop sync sites (district hospitals)
- 105 Mobile sites (Health centres)
- 300 Mobile sites (UNICEF) 2022
- using EPI module: yes

Burnett Institute

• 8 mobile sites (Strive project)

Solomon Islands

- Designated national system
- Type of system: WMS & ELMIS
- National Medical Stores (14 users + Web server + Tender module)
- National Referral Hospital (4)
- mSupply mobile- 50 Second Level Medical Stores (phased installation from October 2016)

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Tokelau

• 3 sites covering country - 2018

Tuvalu

• Princess Margaret Hospital (2)

Vanuatu

- Designated national system
- Type of system: WMS & ELMIS
- Central Medical Stores (2)
- Vila Central Hospital Pharmacy and Store (3)
- Lenekel Hospital (2)
- Norsup Hospital (2)
- Luganville Hospital (2)
- using EPI module: yes

Fiji

- Designated national system
- Type of system: WMS & ELMIS
- National deployment to over 180 sites started October 2020.
- Aspen Hospitals x 2

Samoa

- Nationwide deployment (approx 18 sites) started July 2020 completed 2022
- Using mSupply Coldchain for monitoring fridges, including receiving Telegram alerts for breaches.

Niue

- Using mSupply for pharmacy store and all dispensing.
- Using mSupply Coldchain for monitoring fridges

Asia

India

• Meyer Free Clinic

Nepal

- INF (3 sites-SU)
- MSMT (SU)

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- Patan Hospital (SU)
- Lal Gadh Hospital
- Gurkha Welfare scheme (26 sites, SU) Funders: DFID, GWT

Afghanistan

- Six NGOs responsible for medicine distribution in provinces synchronise data back to a management server in Kabul (July 2016). Includes automated generation of a multi-workbook Excel spreadsheet that includes macros that submit data to a Ministry of Health database.
- UNDP warehouse (2019- 5 users)
- CMS warehouse (2019- 5 users)

South-East Asia

Cambodia

- World Mate Emergency Hospital
- WMEH Warehouse

Laos

- Designated national system
- Type of system: WMS & ELMIS
- 186 sites (complete Nation implementation) using mSupply synchronisation

Myanmar

- Designated national system
- Type of system: WMS & ELMIS
- 31, no 42 150 362 639 sites using synchronisation to connect to a cloud server, with plans to extend to 3000 sites over the next few years.
- Medical Action Myanmar (Dec 2017) 25 mobile sites connecting to a cloud server running mSupply.
- UNICEF funded EPI program approx 350 sites starting 2021
- using EPI module: yes

Timor-Leste

Ministry of Health

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- Designated national system
- Type of system: WMS & ELMIS
- Sites
 - ∘ SAMES (10)
 - Hospital Nacionale Guido Valedares (5)
 - Dili Central Medical Services (Mobile)
 - 100 mSupply mobile sites (expanding to over 300 in 2022)
 - National Laboratory, Dili & 5 regional laboaratory sites

Menzies Health

- Central laboratory
- 8 remote laboratory sites

Americas

Haiti

National warehouse run by Chemonics (2021)

USA

- SafeNetRx (was Iowa Prescription drug corporation)
 - ∘ users: 2
 - Web server: clients from all over lowa place orders using the mSupply web interface
 - SafeNetRx are the largest non-governmental supplier of free medicines in the USA.

Europe and the United Kingdom

United Kingdom

- UK Microbiological Products supplier (Private company). Since 2012
- Crown Agents
 - Specialist system with 20 users. Was running emergency Ebola Response Programme for DFID, including management of a UK based warehouse with air freight deliveries to Africa. Now managing a distribution programme in South Sudan.

Previous: 1.02. Why mSupply? | | Next: 1.04. Which combination of mSupply products best suits your organisation?

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