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 (16 countries)

Angola

- Went live at CECOMA (their CMS) in September 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

- 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

Mali

- UNFPA Open mSupply pilot, December 2024 onwards

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.

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 (15 countries)

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

- 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)

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)
- 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
- Zenith TRI (2022 onwards): another ~40 sites on a separate system serving NGOs

Timor-Leste

Ministry of Health

- 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)
- National Logistics System (2023/24)

USA

- SafeNetRx (was Iowa Prescription drug corporation)
    - users: 2
    - Web server: clients from all over Iowa 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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