



Xenial (formally Sicom) digitally transforms their entire business with the help of Ascent ERP, Sales and Service Cloud



ascent solutions

Salesforce ISV-OEM Partner

- **THE CHALLENGE**

Sicom needed to migrate their entire business to the Force.com platform, with Sales Cloud and a major investment in a Service Cloud to support the inbound call center that makes up the majority of their business interaction with their installed base of restaurants.

They wanted an inventory management, warehouse operations and supply chain solution that was Force.com native and seamlessly tied to both Sales and Service Cloud.

- **THE SUCCESS**

Ascent Solutions delivered the operational hub for the Force.com systems transformation.

Allowing opportunities with products and price books to seamlessly be converted to Ascent Sales Orders for new sales.

Through a custom Visual Force interface, created by SICOM using Ascent ERP's API tools, the much larger volume of add-on and replacement are easily and efficiently created directly from the Service Console.



Stephen Rosner,
Director of IT, Sicom
Systems

"Ascent did a wonderful job helping our business transition paper processes.....as a relatively sophisticated SF shop, we have been able to work with Ascents solution to take the SF platform even further and wrap our business process around it."

Industry:

Manufacturing and Distribution

Salesforce :

Sales & Service Cloud

Applications:

Ascent ERP, Ascent4Products