



Ascent Solutions extends Salesforce to improved the efficiency and effectiveness of receiving and inventorying publications, fulfilling customers orders, reducing time spent by APHIS staff in managing the publications, and customer and stakeholder’s ability to order publications through PDMCS.



Salesforce ISV-OEM Partner

CHALLENGE

The USDA-APHIS came to Ascent Solutions with inventory and warehouse management challenges: they needed to manage the procurement and distribution of Marketing and Regulatory Programs Publications to the public directly or through agency sponsored events.

They had disconnected systems and no source of truth. Inventory was not accurate and serialized items tracked on spreadsheets. Inspectors relied on a manual ordering process dependent on calls, emails and faxes.

SUCCESS

Field Inspectors use Salesforce to efficiently order supplies and gears needed. The warehouse is equipped with barcode scanners to receive, pick, pack and fulfill using Ascent Mobile Menu to record every transaction in their Salesforce - Ascent ERP solution.

Ascent Solutions with Creative Systems and Consulting implemented their new solution resulting in:

- Streamlined orders creation to fulfillment process
- Accurate inventory numbers and serial numbers traceability for everything in stock or delivered
- Automated process for handling returns
- Using Zebra mobile devices for pick, receive and cycle count operations



United States Department of Agriculture

Animal and Plant Health Inspection Service
Wildlife Services



Industry:
Public Sector

Salesforce:
Government Cloud, Community, Platform

Applications:
Ascent ERP