



Ascent Solutions extends Salesforce to improve inventory management and warehouse efficiency with a 99% accuracy rate for 40,000 inbound and shipped items per month.



CHALLENGE

Bosma receives individual parts from all over the world to package into the products that the consumer needs, from salt bags for icy roads to widgets for larger manufacturers and specialized resource kits for hospitals or care centers. With an organization that is run almost exclusively on Salesforce, Bosma needed not just an inventory management application, but one that was well-suited to be used by individuals who were blind or visually impaired.

With annual sales revenue of \$100M, 40,000 inbound and shipped items per month, 160,000 square feet of warehouse space, two semi-trucks of product going out daily, as well as, refunds, donation items, and equipment management, Bosma needed an inventory management system that would be robust, customizable, scalable, and most importantly, user friendly for assistive technology like screen readers and enhancement tools.

A big challenge was also upward mobility for blind individuals to advance in their organizations.

Industry:

Nonprofit

Salesforce:

Sales & Marketing Clouds

Applications:

Ascent ERP, Ascent Financial, Ascent Mobile Menu, Ascent to FFA/Certinia, Zenkraft Multi-carrier, GridBuddy, Conga

SUCCESS

After a thorough vetting process, Bosma decided that Ascent Solutions extending Salesforce would accomplish their monumental goals.

Bosma has been able to utilize the delivered technology solution to automate processes seamlessly to allow for quick changes, occasional one-off scenarios, as well as to track the life of a client or product from inception to completion. The improved visibility and efficiency also resulted in a huge increase in blind or visually impaired staff getting promotions and receiving advancement in management positions within the organization.

The organization continues to work closely with Ascent Solutions for various enhancements to stay consistent with market trends, as well as, specific user requirements. This constant collaboration now helps other nonprofits with their digital transformation journey on the Salesforce platform addressing their inventory management needs. Bosma provides exceptional warehousing capabilities with a 99% accuracy rate.



David Jobe
Bosma Salesforce Manager

“Having Ascent ERP for our business has given our employees, which are 60% blind or visually impaired, more opportunities to grow in our organization and get higher paying jobs. The solution gives us the flexibility to manage many unique products and easily adjust pricing as the market changes. Moreover, the implemented technology has empowered our warehouse staff, which manages 160,000 square feet of warehouse space, to conveniently pick orders without leaving the fork trucks.”