



Ascent Solutions extends Salesforce to empower Tobii Dynavox to more efficiently deliver their groundbreaking assistive technology and communication solutions.



CHALLENGE

Tobii Dynavox LLC, a global leader in improving the lives of people with disabilities by developing and providing Assistive technology for communication, was looking for a way to improve their existing Salesforce solution and business processes including inventory control, visibility, and traceability within their North American operations.

Tobii Dynavox was looking for a solution to eliminate time-consuming operations to pick, pack, ship, track, return, inspect and return to inventory assistive devices provided to individuals and health care systems.

Driven by rapid growth in their equipment trials programs, Tobii Dynavox needed a scalable solution to managing the end-to-end order, schedule and return process of their serialized devices, as well as the capability to support the service of equipment when returned.

SUCCESS

Visibility into inventory levels, device availability, device location, device condition, and customer trials status was an absolute requirement. Integration to upstream sales operations as well as downstream shipping and packing systems including label generation were also critical requirements.

Working with Ascent Solutions Certified Implementation partners and collaboratively with Tobii Dynavox leadership and process owners, Ascent was able to deploy an order and inventory management solution that increased the speed, visibility and ease with which Tobii Dynavox is able to continue to deliver innovative solutions to their customers.



Becky Hampe
Director, Fulfillment & Logistics

“The Ascent development team was absolutely incredible during our integration of the Ascent Rental Software Integration. Tim and John were the most patient and understanding guys I’ve ever worked with on any project. We had a ton of customization and very difficult processes for them to try and accommodate and they met every need we had requested. They took the time from day one learning what our company did, our current processes, and all of our wants and needs. During the launch week they made themselves available right there with us to support us and make sure the software was working properly. Even after the launch and still through today the support has been great. Our business is growing 30% YOY and without Ascent we wouldn’t be able to handle those volumes. The response time is always quick, and they still manage to have lots of patience with us even after all this time. I couldn’t recommend this software and development team more!”

Industry:

Healthcare & Life Sciences

Salesforce:

Sales & Service Cloud

Applications:

Salesforce CRM, Ascent ERP, Ascent Financial Platform, AvaTax, Bringg Multi-Carrier Shipping