

Ascent Solutions extends Salesforce to empower a global healthcare and life sciences company with the ability to efficiently track the serialized equipment used to conduct clinical trials across multiple sites.

“Implementing Ascent has allowed us to improve efficiency by enhancing our shipping and automation processes. Our partnership has unlocked an added 20% efficiency—allowing Clinical ink to focus more on our clinical trial customers and patients in need.”

Samantha Clark, Senior Director, Supply Chain & Support Operations



CHALLENGE

Clinical ink was looking for a way to enhance their Salesforce solution with a better way to track all of their serialized equipment movement from their warehouses to the multiple sites where clinical trials are conducted by pharmaceutical companies.

They requested to keep a highly customized Salesforce CPQ opportunity to clinical trial study — an equipment request custom process already implemented.

Clinical ink also wished to eliminate some of their time consuming manual processes by automating them to gain productivity, while increasing inventory visibility and accuracy.

SUCCESS

Mamoon, an Ascent Solutions Certified Implementation partner, configured Ascent ERP, Rental and Zenkraft Multi-Carrier Shipping applications, delivering a tailored solution that allows Clinical ink to accurately track its serialized equipment and automate the rental order fulfillment and returns processes.

Clinical ink now has proper stock visibility in several domestic and international warehouses, is able to keep track of what has already been delivered at a customer site, and equally important can effectively transfer products from warehouse to warehouse and ultimately process the return of the equipment at trial completion.

“During the search for an inventory management solution, Clinical ink had both standard as well as custom needs. Ascent stood out for their ability to support our requirements as well as offer enhancements—ensuring that Clinical ink’s customers have the technology they need, when they need it. Since implementation, we’ve been able to further our own customization and automation using Ascent’s inventory information. We’re very happy with our choice; the solution has allowed for the flexibility that both we and our customers need. The few times we’ve required support, Ascent has been very responsive. All in all, the experience—from implementation to ongoing use—has been fantastic.”

Industry:

Healthcare & Life Sciences

Salesforce:

Sales & Service Cloud

Applications:

Ascent ERP, Ascent Rental, Salesforce CPQ, Zenkraft Multi-Carrier Shipping



Rebekah Williams
Systems & Analytics
Specialist