



Ascenta

About Ascenta

Ascenta Health Ltd. is a developer of high quality natural health products. Headquartered in Dartmouth, Nova Scotia, Ascenta employs 20+ people in head office and has an annual revenue between five and ten million dollars.

Solution:

Microsoft® Dynamics™ GP had been poorly implemented by a previous VAR. With the help of Strophe, a Microsoft Gold Certified Partner, Ascenta was able to reach a much higher level of efficiency and reporting than in the past.

Benefits:

- Less trouble shooting
- Increased productivity
- Standardization of processes
- Improved sales reporting to facilitate decision making

Partner:



The Strophe Group Inc.
T: 1.866.787.6743
www.strophe.com

“With Strophe, we never waste any time due to miscommunication, and they’re also very good at forcing us to document our processes.”

Raelene Kennedy, Controller

Business needs:

Ascenta was already using Microsoft Dynamics GP, but the original system had been poorly implemented. As a result, system users throughout the organization experienced the daily frustration of working with a system that did not suit their needs.

Solution:

When Ascenta decided to look for another Value Added Reseller (VAR), they had a couple of options but decided to work with Strophe because of the company’s proven experience in bringing together people, processes and technologies, as reflected by their large customer base. Strophe definitely knew how to use Microsoft Dynamics GP in a more operational manner and did not hesitate to involve the users during the implementation process, which made quite a difference in the end result.

Also, Strophe’s approach was completely different from the other VAR: Strophe suggested starting with the modules Ascenta had already purchased, and then plan for the future from there. With Strophe, Ascenta felt they had finally found a business partner they could count on in the long term, and not a VAR that just wanted to make a quick sale.

Last but not least, Ascenta quickly realized there was no comparison between the level of customer service provided by Strophe and the previous VAR.

Benefits:

The sales manager uses the customized sales reports developed by Strophe on a daily basis. It saves him about one day a week but also enables him to make decisions based on the right information and to act upon it quicker.

As for Ms. Kennedy, Controller, she was particularly pleased with Strophe’s training. Since Strophe trained the right people very effectively, she can finally spend less time doing trouble shooting and focus on more strategic tasks.

About Strophe:

Thanks to Strophe, Ascenta now fully appreciates the value of a good VAR, one that was able to bring the company to a higher level of efficiency and reporting than in the past.

Strophe is proud to have contributed to the success of Ascenta .

