Serenity House – Case Study

On-Premise Inventory System for Substance Abuse Recovery Services

About Serenity House

Serenity House provides recovery programs and extended residential care for individuals struggling with substance abuse. Their services include halfway houses, outpatient support, and soon, a nonprofit grocery store. The organization needed a secure inventory solution to manage items across locations while maintaining privacy and compliance.

The Challenges of Managing Sensitive and Diverse Inventory

Before our Systems, Serenity House lacked visibility into what Inventory System they had on hand, resulting in wasted purchases and expired items. Tracking tools, clothing, and medication required a flexible and secure solution that supported photo uploads and on-premise data hosting.

Why Serenity House Chose Our System Passport Solution

Serenity House chose Passport for its:

- **On-Premise Architecture:** Full control over sensitive data with no reliance on web-based systems

- **Flexibility for Unique Needs:** Customized format trees and categories for nontraditional inventory

- **Mobile Accessibility:** Easy tracking while traveling to and from recovery locations.

- **Responsive Support:** Worked closely with the ASAP Systems team to resolve photo upload limitations

Check Our Inventory Management System's Features →

Serenity HOUSE
Drug & Alcohol Treatment & Prevention

Industry

- Healthcare / Substance Abuse Recovery

Challenges

- Needed on-premise data storage for sensitive inventory information
- Tracking nontraditional items like medications, tools, food, and clothing
- Frequent over-purchasing and loss due to lack of visibility
- Difficulty managing inventory while traveling and across locations

Benefits

- Real-time tracking and travel-friendly asset visibility
- Accurate reporting of inventory status and expiration
- Streamlined photo storage with support assistance
- Preparedness for launching in-house grocery store

Implementation and Results: Empowering Operational Control

"We just didn't know what we had in stock or when it expired. Now we can see everything."

– Chris Abrams

The Barcode Inventory System was adopted by two admins with five users accessing the platform regularly. It now plays a vital role in travel operations and will serve as the inventory foundation for their upcoming grocery store.