

# 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 BarCloud, Serenity House relied on manual tracking methods that made it nearly impossible to maintain visibility across multiple facilities. Staff were using spreadsheets and handwritten notes to manage everything from prescription medications to clothing and cleaning tools, leading to frequent data entry errors and incomplete records. Without a unified system, they often over-purchased supplies, misplaced critical items, or failed to track expiration dates — especially for time-sensitive medications and perishable goods.

Additionally, because Serenity House’s operations extend across several residential and outpatient locations, maintaining accurate records while staff traveled between sites was a constant struggle. The lack of mobile access meant employees couldn’t update information in real time, causing discrepancies and confusion about what was actually in stock. The organization needed a secure, on-premise Inventory System that could handle sensitive healthcare data while providing flexibility for their unique item categories and privacy requirements.



#### Industry

- Healthcare / Substance Abuse Recovery

#### Key Challenges

- Required on-premise storage for sensitive data
- Needed to track varied items (meds, tools, food, clothing)
- Over-purchasing and loss from poor visibility
- Hard to manage inventory while traveling

#### Benefits

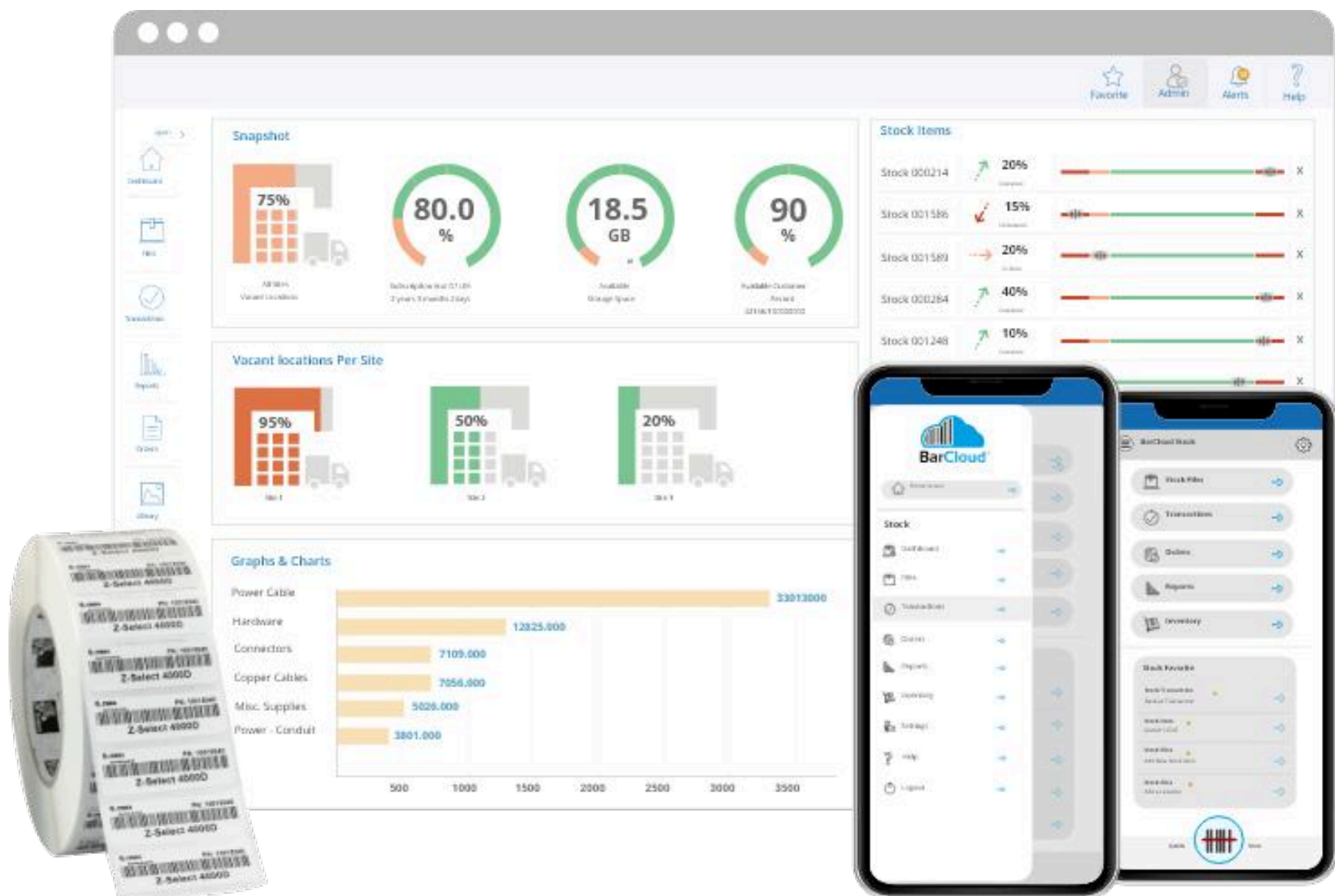
- Real-time, mobile-friendly tracking
- Accurate status and expiration reports
- Easy photo storage and support
- Ready for in-house grocery launch

### 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 BarCloud team to resolve photo upload limitations

[Check Our Inventory Management System’s Features →](#)



### 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

After adopting BarCloud, Serenity House transitioned from spreadsheets to a structured [barcode-based system](#) that could be managed both on-premise and on the go. The implementation began with two administrators configuring categories for each location and department, followed by the addition of five users who received personalized training from the BarCloud support team.

The new setup enabled real-time updates, photo documentation for visual verification, and automated alerts for expiring items — all without compromising the organization’s need for local data control. Since launch, Serenity House has significantly reduced waste, improved accountability across locations, and gained the insight needed to confidently prepare for their upcoming nonprofit grocery initiative.



### Looking for a Flexible, On-Premise Inventory System for Healthcare?

Explore how our on-premise solution empowers healthcare teams with real-time visibility and reliable tracking.  
Contact us to [schedule a demo today at barcloud.com](#)