

Non-Profit Changing the World

by ReliAvail I.T. Company

"Kathryn's Kloset is a unique program that partners corporations with non-profit organizations, gathering a range of corporate donations of personal care and related products, and then sharing those donated products with the non-profit organizations which, in turn, provide them free of charge to people in need in their community.

"Annually, the program touches the lives of approximately 1 million people regionally, nationally, and internationally.



"As part of the quality team for a consumer products company, Wade Brown was responsible for identifying packaging issues that prevented products from reaching store shelves.

"But disposing of otherwise-usable merchandise bothered him.

"After all, his mother, Kathryn Sophia Beasley Hall, had always acted as neighborhood nurse and caregiver, sharing whatever she had with others in her community to meet their needs. And Brown had an idea about how he might be able to share with others the products otherwise bound for disposal.

"Fortunately, the company for which he worked, Unilever—now Sun Products—saw the value of his vision and gave him both products and warehouse space to house them as he developed a network among non-profit groups that could use the items to aid those in need. Soon, other companies were offering goods for the effort.

"Kathryn's mission is today carried on by Diakon Kathryn's Kloset—a unique program that gathers corporate in-kind-gifts of personal care and related products and then stores them for pick-up by non-profit organizations that, in turn, share them free of charge with people in need in their community." – Diakon.org

Warehouse Software Requires Complete Overhaul

When Wade Brown first started Kathryn's Kloset while working for Unilever – now Sun Products – the company donated warehouse management software to the philanthropic employee, among other items. Fast forward to 2014, and the manufacturer of Wade's warehouse management software informed him that they would no longer be supporting the version that Wade was currently using.

Unfortunately, the software had never tracked the sort of reports that Kathryn's Kloset required, and a separate spreadsheet was manually maintained, which was inefficient and not as accurate as desired.

Furthermore, the new version of the software would cost Wade \$20,000 and still not provide the reporting functionality that he required.

ReliAvail's Complete Solution

Upon referral from another ReliAvail client, Wade approached ReliAvail I.T. Company regarding a possible integrated solution to his dilemma.

ReliAvail led the charge in evaluating, acquiring, integrating and managing a new commercial off-the-shelf (COTS) warehouse management software and supporting hardware system.

Wade and the Kathryn's Kloset staff were provided with a fully-functional demo of the recommended software for their evaluation, prior to purchase.

Upon selection of the solution, ReliAvail handled all aspects of the purchasing, on-site integration and training in Baltimore for the Kathryn's Kloset staff.

When troubleshooting or remote technical assistance is required, **ReliAvail is able to completely manage, update and support the solution remotely**, saving the non-profits valuable resources and speeding resolution time.

SOLUTION OVERVIEW



Specific, Unique Requirements

Kathryn's Kloset needed a very specific way to track COGS against retail value of donated and repurposed goods. InFlow warehouse management software fit the bill, and allowed for customized reports, with **little effort to learn the new system.**



Affordable & Robust Warehousing

While InFlow Inventory provided a complete way for all Kathryn's Kloset staff to manage inventory lifecycle, the **replacement software cost a full 85% LESS than a software upgrade.** The non-profit used some of the savings to purchase new hardware for the system.



Mobile, Flexible Technology

Kathryn's Kloset staff needed pick and ship tools that would travel throughout the warehouse, and adapt to sitting or standing positions. Ergotron, Dell and Motorola met the needs perfectly and affordably.

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company

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