



## Goodwill Industries of Akron

For most retail shops, inventory management can be fairly routine. When orders come in, items are scanned and placed on shelves. When items are purchased, they're scanned out and updated in the system.

This isn't the case for Goodwill Industries. With nearly all inventory donated by local citizens, keeping track of what comes in and what goes out can prove a difficult undertaking.

So when Jim Bouplon, IT Director at Goodwill Industries of Akron, OH, began searching for a new point-of-sale and inventory management package, he knew he would need one that provided the ultimate in customizability and flexibility. After an intense search, Bouplon and his staff purchased CounterPoint SQL.

CounterPoint's open database has allowed Bouplon and his Authorized Synchronics Dealer, Retail Control Systems, to customize the system to fit the unique needs of Goodwill Industries. With no barcodes on most items, inventory management can be an arduous task, but with CounterPoint's flexibility, Bouplon is able to do it with ease.

"Our stores are not typical of regular retail establishments," Bouplon says. "We rely on the generosity of our community to provide us with the majority of our inventory. We also accept car donations. CounterPoint gives us the ability to customize the system to meet our needs."

As with all Goodwill locations, the Akron store strives to give back to the community in any way possible. CounterPoint has helped make this a more attainable goal.

"At Goodwill Industries of Akron, our mission is to help individuals prepare for and retain employment," Bouplon says. "With the rollout of CounterPoint, we've been able to incorporate the cashier positions into our training programs."

Another advantage of CounterPoint is the support of their Authorized Synchronics Dealer. Bouplon characterizes his relationship with his Dealer as "critical to the success of this project," saying they have been right there for Goodwill "every step of the way."

As a cost-effective option providing inventory control, reporting capabilities, and a host of other features, CounterPoint SQL has been just what the doctor ordered for Bouplon and staff. Since its installation, CounterPoint has allowed for more centralized management and tighter controls throughout the store, and Bouplon expects to reap more benefits in the future.

"Being a non-profit organization, we have to keep our eyes on cost," Bouplon says. "CounterPoint SQL offers us the most bang for our buck." ☛



*Goodwill Industries of Akron, OH, relies on the power of CounterPoint SQL to track inventory donations and sales across all eleven locations.*

### companyoverview

**Goodwill Industries**

specialty: **clothing & household**

location: **Akron, OH**

number of stores: **11**

year established: **1926**

using CounterPoint since: **2003**