Infocon Systems Streamlines Theradome's Order-to-Cash Cycle

Based in Silicon Valley, California, Theradome® is a medical-device company that specializes in bringing laser-based hair growth therapies, previously only available in clinical settings, into the home. Their innovative laser helmets can minimize shedding, thicken existing hair and promote new hair growth.

Theradome leveraged Infocon Systems' 30+ years of expertise developing custom EDI solutions for any industry, along with decades of experience integrating EDI transactions into ERP Solutions seamlessly. Streamlining these business and transaction processes proved to save significant time and costs throughout the entire order-to-cash cycle.

3x
Increase in Efficiency

Increase
In Revenue & Growth

The Challenge

Theradome has been a rapidly growing company, and due to the high demands for their unique laser hair growth technology, they realized the critical need to scale their levels of automation. The company's accounts payable team was manually reconciling every transaction involving the purchase order, shipping, invoice information, and then processing it in and out of their back-office ERP solution, Odoo.

Each transaction took team members a minimum of five minutes to manually process. Manual steps involved scanning all emails for purchase orders, processing faxes, and reviewing hundreds of invoices. Team members then looked for discrepancies in pricing, quantity, shipping charges, etc.

In order to eliminate errors and significantly reduce operational costs, automating key transactions with one of Theradome's largest customers, Costco, became a top priority. They first needed to implement EDI, and then expedite their customer billing and processing by integrating into their European based ERP system, Odoo. Reaching this level of efficiency would allow management to reallocate resources to more pertinent, proactive customer service oriented tasks.

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Theradome's key supply chain consultant, Mike Reed, evaluated several market leading EDI and B2B Integration solutions, and chose Infocon Systems to develop a custom solution for Theradome. The core solution involved integrating transactions from Infocon's EDI Web Portal into Odoo's cloud based solution. Infocon partnered with Reed, as well PPTS, an Odoo Implementation Partner, to fully automate key EDI transactions and workflows to optimize process efficiency. The 5 minute per document manual process was solved with automated schedules to initiate tasks, avoiding the multiple touch points in the paper process. The automated process now works as follows:

✅ Infocon Systems receives the incoming EDI 850 Purchase Order from Theradome's trading partner Costco, and maps the PO data to PPTS's custom API.

✅ Once an order is fulfilled in Odoo, PPTS then automatically forwards outgoing shipping and invoice files from Odoo, forwarding the files to Infocon's Integration program, which translates the data into Costco's preferred EDI forms, the EDI 856 Advance Shipping Notice and EDI 810 Invoice, and sends the files immediately.

""Infocon Systems identified the inefficiencies in Theradome's manual system and developed an automated workflow that caters specifically to their needs. Moreover, our solution has set the foundation to scale to high volume transaction processing and any number of trading partners in the future""

- Neil Nijhawan, Vice President at Infocon Systems

""Infocon Systems played a significant role in our successful collaboration with Theradome. We were enlightened with substantial support from their technical team for EDI conversions. Working with Infocon Systems was one of the exceptional and unique experiences in our technological pursuit.""

- Rizwan Ahamed, Business Head IT at PPTS

The Results: Driving Business Impact

✅ Theradome was able to accomplish a campaign of 600 transactions within two and a half days with Infocon Systems-PPTS customized solution which would have taken over a month without automation in place

✅ Theradome can now scale up to very high document volumes and implement large trading partner communities under one EDI platform. This has resulted in less than a 6 month return on investment, along with greatly improved customer satisfaction levels

✅ This project provided a 3X increase in Process Efficiencies and allowed Theradome to allocate team members from mundane daily data entry to more proactive customer service efforts. Infocon Systems' technique ensures very few to no delays in reconciling transactions, and significantly streamlined and transformed Theradome's internal business processes.

""We knew that our existing system would not be able to scale with the significant growth we were expecting, and we were spending too much time processing simple customer transactions. By helping us automate our systems and giving us fully integrated tools, Infocon Systems really allowed us to scale our business, offering better customer service and improving accuracy while reducing manpower hours.""

- Dr. Tamim Hamid, CEO at Theradome

Infocon Systems empowers businesses to optimize their order processing workflow. We provide easy-to-use, scalable EDI solutions with B2B integration into any ERP system.