

## Trailer Valet Streamlines Order Processing Across Multiple Platforms

Trailer Valet is an outdoor recreation brand offering innovative products designed to make the towing and trailering experience hassle-free.

Since launching in 2012, Trailer Valet has released five mainstay products and complementary accessories that have helped thousands of people maneuver their trailers in and out of tight spots. In 2018, the company's focus on innovation led to the release of the RVR, a fully wireless remote-controlled trailer mover that took the industry by storm. In 2020, Trailer Valet released the JX Series, a line of patented drill-powered jacks, further expanding their catalogue and vision of being the top choice for all trailer owners.

### Quick facts:

- 105,000+ units sold and counting
- 4.2 average star rating on all products
- 50+ products launched since 2012
- 2,500+ units saved and refurbished as part of our commitment to sustainability
- Direct dealers in the United States and international growth (Canada, Mexico, Australia, United Kingdom, Africa, and others)
- 50%+ revenue increase Year Over Year since 2019
- 4,510 trees planted out of our 10,000 annual goals to help offset our carbon footprint



**3x**

Increase in Efficiency



**Increase**

In Revenue & Growth

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## The Challenge

Trailer Valet did not have an all in one integrated system to manage orders, inventory, and shipping. In May 2019 we implemented our first ERP and Order system - Zoho - which did not have EDI options to fit our needs off the shelf. We needed to quickly implement EDI for several new trading partners as retail sales of our trailer movers grew exponentially, in part due to the pandemic. We evaluated several companies around the world to make the integration with us and chose Infocon Systems. The challenge was to implement our first 3 connections in a very short timeline. Infocon beat our targeted go-live timelines with our largest accounts, and also expedited integration into Zoho, surpassing our expectations.

## The Goal: Achieve Operational Excellence

Infocon Systems was tasked with designing a highly specialized and custom solution for Trailer Valet. With Trailer Valet recently having implemented Zoho, they needed to get as many functions automated as quickly as possible. They integrated Zoho Desk and worked with Infocon System to adjust order fields to allow more usefulness of customer files for their service group. ShipStation was also installed, and several custom functions were written to handle order export, and tracking return automation to the point of accounting payment disbursement. During the project, a substantial amount of custom work was required to complete the job. Trailer Valet's Mark Domaille said, "Infocon Systems was very responsive, managed some very complex custom programming, and was a superb partner from start to finish."


After the first major partner enablement push, next year we came to Infocon Systems again. Our second pre-existing EDI partner was not able to make the connections we required. This time on a larger group of trading partners, Infocon Systems was able to connect the 7 EDI trading partners to Zoho under a very tight deadline, and delivered nearly flawlessly, again.


We asked Infocon to help phase out our current EDI vendor within 60 days. We made 7 new connections, fully tested, and were able to move on from our legacy EDI solution provider. These 7 major additional partners allowed our entire system infrastructure to be automated very seamlessly. We are poised to see our revenue double in 2022 as it did in 2021 and it would have never been possible without this level of automation where Infocon really stepped up to the plate.

Aside from the demands of our Zoho integration needs, Infocon System's technology groups had to be able to send data to comply with multiple systems to Zoho, ShipStation and UPS.com. In just over two years we have integrated Woo Commerce, 10 EDI trading partners, Inventory feeds, Sales Catalogues, Sell Sheets, Web Scrapers, a PIM System and more! As we go forward we will always be adding technology to make our company operate at its highest capability and we have many more integrations to further automate our company. We are fully confident that Infocon Systems will always be a partner we can count on to help us achieve our goals.

## The Results: Driving Business Impact

The company's EDI process was significantly streamlined and expedited - enabling a seamless flow of transactions. Major Retailers have very exacting standards and specifications, and Trailer Valet is now able to comply with the stringent compliance requirements of their customers and trade smoothly.

 High Scalability and Increased Revenue - Trailer Valet is now able to fulfil substantially more orders for current and future customers, freeing their teams to offer better customer service and support much higher volumes of growth

 A fully integrated Trailer Valet solution has set the standard for many other players in the manufacturing business who operate on a much more manual basis.

"Infocon's team of individual's hard work and dedication to get the connections all finished for our Company was nothing less than miraculous. Each team member did a fantastic job and overcame many, many problems that were roadblocks that others could not clear the way for. The connections to all of our major Retailers are live and since automating our core processes. When operating manually, our warehouse group spent about 120 hours of work in the warehouse weekly. After implementation it was reduced to 60 hours, a 50% reduction in man hours! Errors have been reduced significantly, our customer service ratings have improved, and we have received higher ratings on our supplier scorecards since we began partnering with Infocon.

We want to thank your development group for being the most professional group we have worked with. Every job and issue was dealt with expediently and efficiently. Having a dedicated Analyst assigned to our team made ease of connecting faster and especially helpful. They worked many hours for us to connect with our ERP system Zoho that their industry peers could not deal with. 10 Integration projects were accomplished, and the last 7 were under a tight deadline of 6 months. In order to accommodate our needs, your management group authorized and dedicated several additional team members to complete this on time. Amazing!!

We look forward to working closely with the Infocon team regularly as we grow. We have no doubt that they can scale with our changing business needs, along with full confidence that Infocon can manage the complexities and higher transaction volumes as our business grows!"

Infocon System's Executive VP, Kush Nijhawan commented, "Major Retailers maintain very stringent EDI requirements. Not only were we excited to see Trailer Valet's major retailers put into production quickly and seamlessly, but the project also involved implementing complex logic and integration workflows, further automating and increasing the velocity of their transaction flows.

Connecting their key internal systems with several EDI transaction types has provided an excellent long term growth and scalable platform for our friends at Trailer Valet. The resulting solution has further optimized their order to cash cycle while also creating higher customer satisfaction ratings among their key accounts."

Mark Domaille  
Sale Account Manager

**Need EDI integration? Visit [infoconn.com](https://infoconn.com) to request a demo or get started today.**

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.