TrueCommerce™

How EDI Automation and Partnership with TrueCommerce Fueled 50% Growth at Marathon Medical

Marathon Medical

WHAT WE ACHIEVED ↓

Operational Efficiency Unlocked

Automated error-prone, manual workflows and improved order accuracy across complex government contracts.

Scalable EDI Integration

Delivered reliable, customizable Sage 100 integration, even through ERP upgrades.

Growth Through Automation

Freed teams to focus on customer engagement and scaled operations without added headcount.

The Objective

Marathon Medical set out to modernize its operations by implementing an EDI solution that could handle the unique complexities of government contracts. The company needed to automate manual processes to reduce costly errors, integrate seamlessly with its existing Sage 100 ERP, and shift internal resources from time-consuming administrative tasks to more strategic roles. At the core of this initiative was a need for flexibility. Marathon's workflows, especially around multi-PO transactions, deviated significantly from industry norms. Finding a solution provider who could understand and support that complexity was critical.

The Solution

Marathon Medical selected TrueCommerce for its deep ERP expertise and flexible EDI capabilities. The TrueCommerce Transaction Manager platform was key to streamlining Marathon's non-standard workflows, such as translating and mapping multiple PO numbers across a single transaction. Automating these processes eliminated bottlenecks and improved accuracy across order documentation. The integration with Sage 100 has remained seamless through two ERP upgrades, thanks to proactive, knowledgeable TrueCommerce support. With a reliable, scalable EDI infrastructure, Marathon eliminated manual backlog, automated its quality control checks, and freed staff to engage in value-added activities like account management and upselling.

"Our trading partners gain access to a stable, paying market, and we get access to their expansive product lines. That mutual confidence is powered by our ability to execute—thanks in large part to our EDI infrastructure."
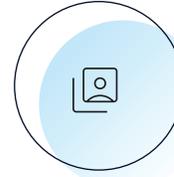
Hector Moreno
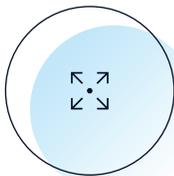Chief Technology Officer, Marathon Medical

The Results

Automated Order Verification

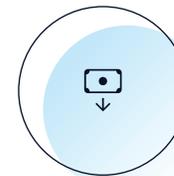Hands-free QC process confirms correct products ship to the right locations, reducing shipment errors and saving time.

Improved Customer Engagement

Teams now focus on proactive account management rather than chasing order errors or manual entry.
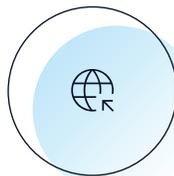
Resilient ERP Connection

TrueCommerce's Sage 100 integration maintained performance through multiple ERP upgrades.
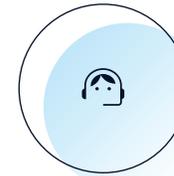
Faster Collections

Automation improved invoice accuracy and speed, helping partners pay faster and improving cash flow.

PO Field Flexibility

Custom field mapping accommodates multiple POs per order, critical for federal contracting compliance.

Reduced Manual Burden

Backlogs and data entry tasks are gone, enabling teams to focus on strategic growth and upselling.

"TrueCommerce's solutions have given us the confidence to pursue more complex contracts knowing our automated systems can handle the requirements. Their flexibility and support have become critical assets in our growth strategy."

Hector Moreno
Chief Technology Officer, Marathon Medical

A Partnership Built on Trust

As Marathon's revenue expanded by 50% year-over-year, automation emerged as a key driver. With TrueCommerce, the company built a foundation that supported complex growth without increasing overhead. The strength of the relationship, built on trust, understanding, and follow-through, helped Marathon navigate complex federal requirements with confidence. Looking forward, Marathon is positioned to take on more contracts and expand its reach with confidence that its systems can scale.

Ready for What's Next

With automation firmly in place and a trusted partner in TrueCommerce, Marathon Medical is ready to pursue even more complex opportunities. Their EDI infrastructure provides the confidence to bid on larger contracts and manage higher transaction volumes, all while delivering exceptional service to their customers and partners.

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