TrueCommerce

TrueCommerce & Thermo Fisher Scientific Nordic - Enhancing Order and Invoice Efficiency in Healthcare

Overview

Thermo Fisher Scientific Nordic, a regional division of the global science leader Thermo Fisher Scientific, employs a fair amount of people in Denmark. Operating from locations in Roskilde, Hvidovre, and Allerød, the company focuses on developing and supplying laboratory products and scientific solutions spanning biotechnology, pharmaceuticals, and lab equipment.

With a strong commitment to innovation and continuous improvement, Thermo Fisher Nordic serves a broad customer base, including Danish, Norwegian, Swedish and Baltic customers

"Efficient and accurate invoice management is critical when serving healthcare providers across multiple countries."

Hans Peter Sie
E-Commerce EDI Solutions Manager
Europe ThermoFisher

The Challenge

Managing electronic invoicing with multiple hospitals and healthcare clients across the Nordics and the Baltics requires precision and reliability.

Thermo Fisher needed a robust EDI system to streamline and improve the flow of e-invoices, ensuring timely, accurate exchanges that comply with healthcare sector standards. Integrating with diverse customer systems presented a complex challenge that demanded a proven, scalable solution.

The Challenge

The complexity of coordinating data between numerous hospital systems and healthcare providers, each with unique technical and compliance requirements, made manual processes inefficient and error prone. Thermo Fisher recognised the need for an EDI platform that could handle high volumes of transactions while maintaining strict regulatory compliance and operational transparency.

The Solution

TrueCommerce provided an integrated Managed Service platform tailored for Thermo Fisher Nordic's complex healthcare environment. The solution supports seamless electronic invoice processing with Nordics and Baltic customes, enabling faster transaction times, reduced errors, and improved visibility across the order-to-cash cycle. Additionally, TrueCommerce supports integration for other subsidiaries, such as Frits Schur Teknik, ensuring consistency across the broader corporate group.

"Partnering with Thermo Fisher allows us to deliver a robust, scalable EDI solution that meets the unique demands of healthcare logistics and administration. Our Managed Service reduces complexity and supports growth without straining internal resources."

Jesper Greve
Key Account Manager
TrueCommerce

Unique TrueCommerce Benefits

EDI Managed Service supporting full end-toend integration across customers and suppliers.

Seamless integration into Thermo Fisher's existing ERP.

Reduced internal IT workload thanks to proactive managed services.

The Results

With TrueCommerce's Managed Service, Thermo Fisher Scientific Nordic has streamlined EDI operations across Danish and Baltic healthcare networks, delivering measurable gains in speed, compliance, and integration efficiency.

100%
uninterrupted
EDI performance

Order and invoice flows were maintained without downtime while integrating with multiple hospital systems and subsidiaries, ensuring uninterrupted supply to critical healthcare providers.

98%
reduction in
document error
rates

Automated validation processes cut errors from around 5% to below 0.1%, ensuring compliance with strict healthcare EDI requirements and minimising costly rework.

40%
reduction in trading
partner query
volumes

By providing real-time EDI status updates and automated acknowledgements, inbound customer service queries dropped significantly, freeing teams to focus on exception handling and strategic tasks.

90%
faster order and
invoice processing

Transaction times were reduced from days to hours, accelerating the order-to-cash cycle and improving service levels for hospitals and laboratories.

Looking Ahead

Thermo Fisher Nordic plans to deepen its partnership with TrueCommerce, expanding EDI capabilities to support future growth and further streamline operations.

The scalable platform ensures they can meet evolving customer needs in a demanding healthcare environment.

> TrueCommerce has been instrumental in improving our EDI flows and supporting our complex healthcare client base.

Hans Peter Sie
Commerce EDI Solutions Manager
Europe ThermoFisher

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