

Trexity™

Case Study



Industry
Retail



Location
Toronto, ON



Founded
2011

How Cocktail Emporium streamlined same-day delivery with Trexity

Cocktail Emporium, a Toronto staple since 2011, has been serving up stylish barware, glassware, and cocktail ingredients to home bartenders and pros alike. Known for their curated selection and fun, approachable vibe, they’ve built a loyal following. As demand grew, they needed a delivery solution that could keep up — without compromising their brand experience.

Cocktail Emporium’s results, delivered



Higher
Customer growth



Faster
Delivery times



Fewer
Admin/logistics tasks

The challenge

Cocktail Emporium needed a dependable delivery solution to meet the demands of customers seeking last-minute cocktail ingredients and fragile barware.

Traditional shipping options were often slow and posed risks of damage. With busy bars, restaurants, and home bartenders relying on timely deliveries, they required a local service that could provide fast, careful next-day or same-day delivery across the challenging GTA traffic.



Enter: the Trexity solution



Approach:

Cocktail Emporium partnered with Trexity to deliver fragile, last-minute orders quickly and reliably in the GTA.



Implementation:

Trexity integrated seamlessly with their operations, providing live support and an easy-to-use and intuitive portal.



Key features:

Same-day and next-day delivery, flat-rate pricing, real-time tracking and communication, and gifting options.

Cocktail Emporium & Trexity: A recipe for success

1. Faster & more reliable deliveries

Before Trexity: Limited same-day or next-day options meant customers often faced delays, mainly for last-minute orders.

After Trexity: Trexity enabled dependable same-day and next-day local delivery, meeting urgent customer demands.

2. Careful handling of fragile items

Before Trexity: Fragile glassware and liquids were at high risk of damage with traditional shipping methods.

After Trexity: Trusted local couriers handled delicate items with care, ensuring safe delivery and reducing breakage.

3. Streamlined operations & easy integration

Before Trexity: Manual order processing and limited integration slowed daily fulfillment and increased workload.

After Trexity: Smooth Shopify integration + an easy-to-use portal simplified order management and sped up operations.

4. Enhanced customer experience & business growth

Before Trexity: Lack of delivery visibility and delays led to higher customer support inquiries and dissatisfaction.

After Trexity: Real-time tracking, friendly drivers, and flat rates boosted satisfaction, cut inquiries, and drove growth.



[Watch full Case Study here](#)

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We enjoy sending out bags with the drivers because we know they’re going to take care of them.

— Kristen Voisey, Founder, Cocktail Emporium

How Trexity transformed Cocktail Emporum’s delivery

Since partnering with Trexity, Cocktail Emporium has completed over 5,000 reliable same-day deliveries across Toronto, handing off carefully packaged orders to friendly couriers who treat fragile items with care. With easy Shopify integration and responsive support, they’ve expanded their local reach, reduced delivery issues, and earned strong customer praise—making fast, dependable delivery a seamless part of their business.

Backing local businesses, building stronger communities

Trexity empowers businesses, like Cocktail Emporium, by delivering reliable, customer-focused solutions that help them grow and serve their communities better. When local businesses succeed, communities thrive—and Trexity is proud to be part of that journey.



Competitive differentiators of Trexity vs Canada Post and other delivery platforms

	Trexity	Canada Post & Other Delivery Platforms
Delivery speed	Same-day, on demand	Next-day to several days
Pricing model	Transparent, flat rate pricing No subscriptions, distance-based	Weight & size-based pricing with surcharges. Subscriptions, hidden fees
Business focus & ease of integration	Seamless API & e-comm integrations (ex. Shopify, Lightspeed), SMB-friendly	Complex setup, requires e-comm plugins or manual setup
Real-time tracking	Live GPS tracking for businesses & customers	Tracking updates at sorting points (not live)
Proof of delivery	3 secure options with timestamps and digital proof: Photo, PIN, and Signature	Signature or delivery confirmation (varies by service)
Customer experience	Personal, real-time updates	Standardized postal delivery
Weekend & evening delivery	Available	Limited (extra fees may apply)
Delivery process	Trexity sends couriers direct from business to customer	Packages go through sorting facilities, warehouses, multiple days to deliver
Support	Human-first, real people in Canada Fast communication, direct access	Automated systems, call centres, requires multiple steps/long waits for resolutions
Lost/damaged package handling	Hands-on support	Formal claims process, may take time



Trexity is a last-mile delivery platform designed to help all businesses offer local same-day, or next-day local deliveries.

With seamless integrations, real-time tracking, and a user-friendly dashboard, Trexity enables businesses to streamline their delivery process, reduce costs, and enhance customer satisfaction—all with a simple setup. From there, we take care of every delivery detail.

[Book a demo](#) with our Customer Success Team

Supercharge your local deliveries today!