

Trexity™

Case Study



Industry
Retail



Location
Winnipeg, MB



Founded
2003

Game Knight Games levels up with reliable delivery from Trexity

Game Knight Games, a beloved board game and tabletop store in Winnipeg, has been a go-to destination for gaming enthusiasts for years. Offering a curated selection of board games, trading cards, and collectibles, the shop thrives on community engagement and a passion for play. However, they needed a dependable delivery solution to reach more customers while maintaining their commitment to exceptional service.

Game Knight Games' results, delivered



Higher
Customer growth



Faster
Delivery times



Fewer
Admin/logistics tasks

The challenge

GameKnight Games faced growing delivery needs, especially during and after COVID. Managing their own drivers proved difficult — demand fluctuated daily, making staffing inefficient and unsustainable.

With orders going out city-wide and valuable time spent on logistics, the team needed a flexible, reliable partner that could scale delivery without distraction.



Enter: the Trexity solution



Approach:

GameKnight Games teamed up with Trexity to remove the strain of in-house delivery and offer faster, more reliable local service.



Implementation:

Trexity's Shopify integration made setup easy—orders route automatically, drivers show up, and the team stays focused.



Key features:

Same-day delivery, seamless Shopify integration, real-time order routing, distance-based pricing, and live support.

Game Knight Games & Trexity: A winning strategy

1. Scalable, on-demand delivery

Before Trexity: In-house deliveries were inconsistent and hard to staff around unpredictable order volumes.

After Trexity: Trexity drivers show up daily, regardless of volume — ensuring packages go out reliably and on time.

2. Expanded local reach

Before Trexity: High delivery costs restricted Game Knight Games' reach.

After Trexity: Affordable flat-rate pricing allowed them to reach more gamers across WPG, increasing orders by 30%.

3. Maximizing team productivity

Before Trexity: Staff spent hours managing deliveries, pulling them away from customer service and store operations.

After Trexity: Delivery is now hands-off, so the team can focus on curating games and serving their community.

4. Seamless integration

Before Trexity: Manual logistics and limited shipping tools added friction at checkout.

After Trexity: Trexity's Shopify app made it easy to offer delivery directly to local customers with zero hassle.



[Watch full Case Study here](#)



Now with Trexity, everything's humming along nice and smooth, and it's now allowing us to focus on what we do best.

— Scott Tackaberry, Owner, Game Knight Games

How Trexity transformed Game Knight Games' delivery

Trexity turned Game Knight Games' delivery process into a competitive advantage. Over 4 years with Trexity, they've successfully delivered over 3,200 orders, ensuring customers receive their tabletop essentials on their preferred schedule. With improved logistics and reliable deliveries, Game Knight Games can focus on building their gaming community while Trexity handles the rest.

Empowering local businesses, building stronger communities

Trexity is dedicated to supporting businesses like Game Knight Games by providing delivery solutions that enhance customer satisfaction and business growth. When local stores thrive, communities flourish—and Trexity is proud to be a part of that success.



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!

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