

# Trexity™

## Case Study



Industry  
Retail



Location  
Toronto, ON

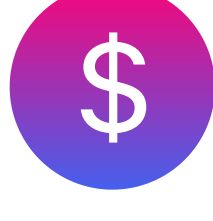


Founded  
1999

## Elevating local high-end retail with reliable delivery from Trexity

Kol Kid, a whimsical toy and gift shop on Queen Street West, has been delighting families since 1999. Inspired by owner Lisa Miyasaki's son, the store focuses on creative, open-ended play and nostalgic charm. But behind the scenes, managing deliveries during peak times and a pandemic-era boom in online orders created serious logistical challenges—until Trexity stepped in.

### Kol Kid's results, delivered



**Lower**  
Delivery costs



**Faster**  
Delivery times



**Fewer**  
Admin/logistics tasks

### The challenge

Managing deliveries in-house quickly became overwhelming. Lisa often hand-delivered packages or relied on courier services that didn't offer the tools and transparency she needed. One platform lacked integrated billing, making cost management difficult, and provided no way to match packages to drivers—leading to errors, lost items, and no tracking. Canada Post delays and warehouse backlogs only made things worse.

Kol Kid needed a delivery partner that could scale with demand, offer full visibility, and integrate seamlessly—without disrupting the customer experience.



### Enter: the Trexity solution



#### Approach:

Kol Kid partnered with Trexity for a stress-free delivery experience that's reliable, scalable, and easy to integrate.



#### Implementation:

Trexity's platform fit smoothly into Kol Kid's workflow, offering tools that made fulfillment easy, efficient, and error-free.



#### Key features:

Same-day delivery, Shopify integration, real-time tracking, QR code scanning, integrated billing, and responsive support.

### Kol Kid & Trexity: A game-changer for local reach

#### 1. Time and resources reclaimed

✗ *Before Trexity:* Deliveries were unpredictable and time-consuming, with Lisa sometimes handling them herself.

✓ *After Trexity:* Trexity provided fast, reliable local delivery that scaled with demand and freed up valuable time.

#### 2. Smooth integration

✗ *Before Trexity:* Other courier platforms lacked proper integration, causing delays, billing issues, and mis-deliveries.

✓ *After Trexity:* Trexity's seamless integration and intuitive tools made fulfillment smooth, accurate, and stress-free.

#### 3. Real-time tracking, real confidence

✗ *Before Trexity:* Canada Post delays and lost packages created uncertainty for both Lisa and her customers.

✓ *After Trexity:* Trexity's live tracking and QR code scanning brought visibility, accuracy, and peace of mind.

#### 4. Speed that builds loyalty

✗ *Before Trexity:* Delays and uncertainty led to frustrated customers and extra support work.

✓ *After Trexity:* Trexity's fast, local delivery built confidence and encouraged repeat purchases from satisfied customers.



[Watch full Case Study here](#)



From my first meeting with Trexity, I realized immediately that it was going to be the Uber of delivery services—and that's what it's become. It's great!

— Lisa Miyasaki, Owner, Kol Kid

### How Trexity transformed delivery for Kol Kid

Trexity helped Kol Kid turn delivery into a competitive edge. Since partnering four years ago, they've fulfilled an average of 80 deliveries per month—reducing admin tasks, increasing speed, and improving reliability. Lisa sees the impact in customer behaviour: local buyers are more likely to order again, knowing their deliveries arrive quickly and consistently. Trexity hasn't just improved logistics—it's strengthened Kol Kid's local shopping experience.

#### Local community matters to Trexity

Trexity empowers businesses like Kol Kid with fast, reliable delivery that builds trust, strengthens local connections, and supports long-term growth.



### 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!**

🍁 Canadian Built for Canadian Businesses | [trexity.com](https://trexity.com)