

Trexity™

Case Study



Maker House Co.
- CANADIAN GIFTS & HOMEWARES -



Industry
Retail



Location
Ottawa, ON



Founded
2015

Maker House simplifies delivery for Canadian-made goods with Trexity

Maker House, an Ottawa-based retailer showcasing 100% Canadian-made goods, brings together a collective of artisans and makers from across the country. From handcrafted furniture to locally made candles, prints, and pantry items, everything they offer is rooted in craftsmanship, community, and storytelling. But behind the charm and creativity, their local delivery process was anything but seamless—until Trexity stepped in.

▶ Maker House’s results, delivered



+50%
Customer growth



+50%
Revenue increase



+6 hours
Saved per week

The challenge

Coordinating deliveries was clunky and time-consuming. Sorting eligible orders and manually exporting spreadsheets for drivers added extra work and risk of error. Without backend integration or real-time tracking, the process created uncertainty for customers and more support requests.

From handling deliveries in-house to outsourcing them, Maker House couldn’t find a solution that offered the scalability, reliability, or visibility they needed.



▶ Enter: the Trexity solution



Approach:

Maker House partnered with Trexity to streamline deliveries with a reliable, tech-enabled, and scalable service.



Implementation:

Trexity’s platform connected smoothly to MH’s operations, automating order routing and providing real-time updates.



Key features:

Same-day delivery, Shopify integration, real-time tracking and notifications, and responsive support.

▶ Maker House & Trexity: A seamless delivery partnership

1. Faster, more reliable deliveries

✖ *Before Trexity:* Delivery planning was manual and error-prone, causing delays and confusion.

✔ *After Trexity:* Deliveries are now consistently faster and more reliable, with fewer issues, and smoother operations.

2. Streamlined operations

✖ *Before Trexity:* Managing deliveries with manual spreadsheets and data exports created extra work and risk of error.

✔ *After Trexity:* Shopify integration automates logistics, saving time, reducing errors, and boosting efficiency.

3. Enhanced customer experience

✖ *Before Trexity:* Customers had little visibility into their orders and couldn’t track deliveries, leading to uncertainty.

✔ *After Trexity:* Automated notifications and real-time tracking improve transparency and satisfaction.

4. Reduced administrative burden

✖ *Before Trexity:* Staff spent significant time managing delivery logistics, pulling them away from other important tasks.

✔ *After Trexity:* Trexity’s intuitive platform streamlines delivery operations, freeing staff to focus on other priorities.

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Trexity is the perfect delivery partner—they’re always reliable, seamlessly integrated with Shopify to streamline our deliveries, and help us bring handmade Canadian goods to local customers with care.

— Gareth Davies, Founder, Maker House

▶ How Trexity transformed delivery for Maker House

Trexity transformed Maker House’s delivery from a complex challenge into a smooth, reliable process. Since partnering, they’ve completed over 5,700 deliveries with faster service, real-time tracking, and seamless integration —improving customer satisfaction and staff experience alike, and empowering growth without added stress.

Supporting Canadian makers, one delivery at a time

Trexity empowers businesses like Maker House with fast, reliable delivery that builds trust, strengthens local connections, and helps bring the work of Canadian artisans into more homes—supporting long-term growth for local creators and the communities they serve.



▶ 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

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