# Trexity Case Study





Retail



Ottawa, ON



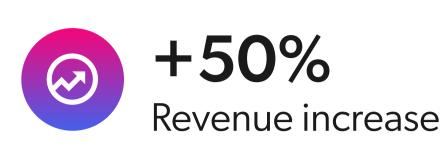
**Founded** 2015

### 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







## The challenge

Coordinating deliveries was clunky and timeconsuming. Sorting eligible orders and manually exporting spreadsheets for drivers added extra work and risk of error. Without backend integration or realtime 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:

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

Maker House partnered with



#### Trexity's platform connected

smoothly to MH's operations, automating order routing and providing real-time updates.



#### 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.

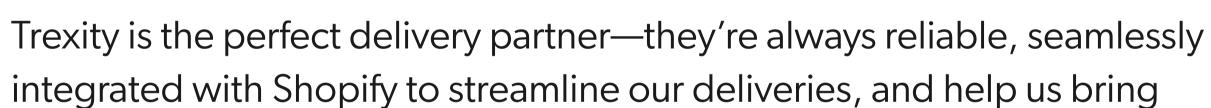
## 3. Enhanced customer experience

- 💢 Before Trexity: Customers had little visibility into their orders and couldn't track deliveries, leading to uncertainty.
- 4. Reduced administrative burden

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

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

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



handmade Canadian goods to local customers with care. — Gareth Davies, Founder, 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

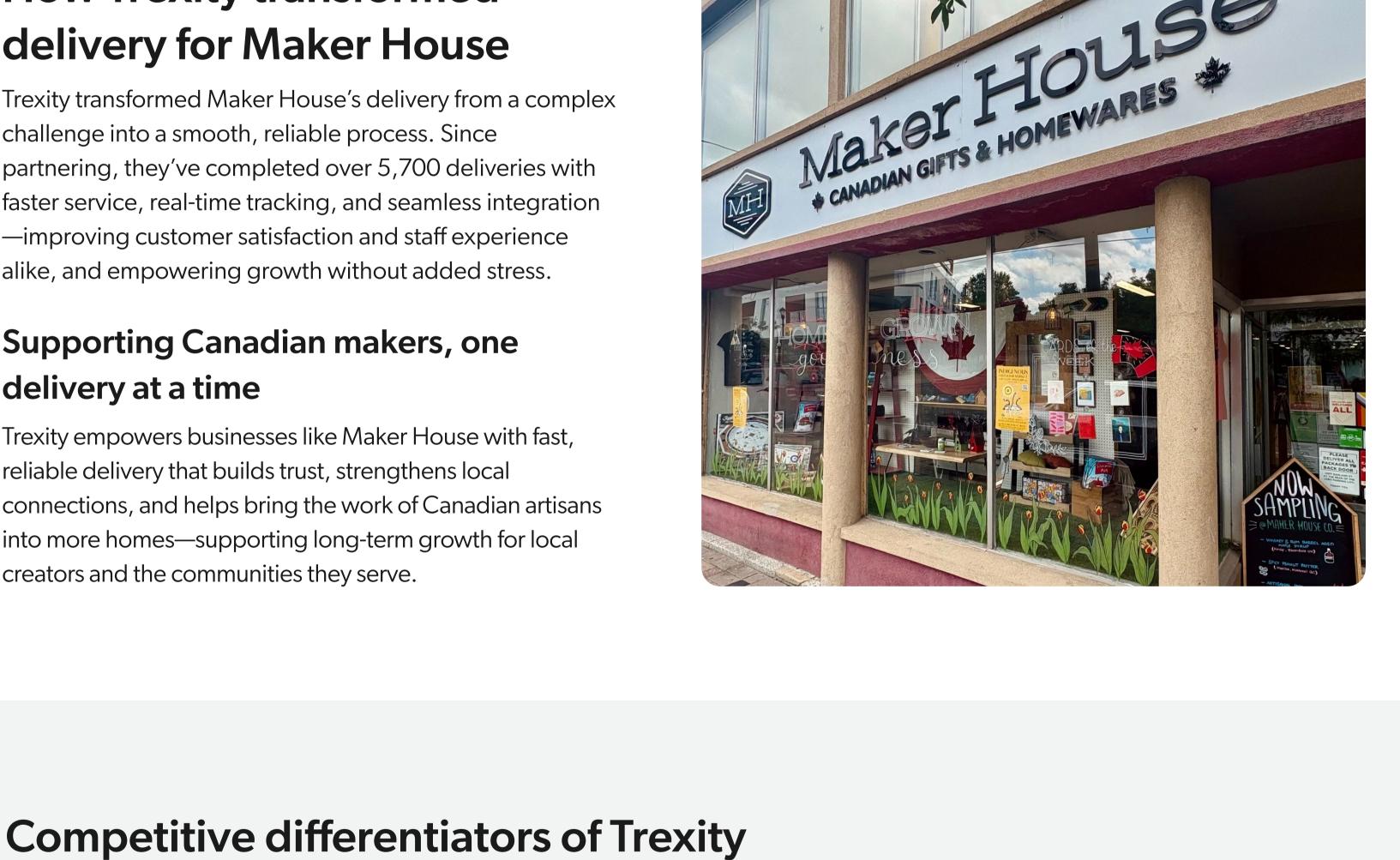
**How Trexity transformed** 

delivery for Maker House

alike, and empowering growth without added stress. Supporting Canadian makers, one delivery at a time Trexity empowers businesses like Maker House with fast,

—improving customer satisfaction and staff experience

#### 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.



# **Trexity**

**Delivery speed** Same-day, on demand

vs Canada Post and other delivery platforms

**Business focus** (ex. Shopify, Lightspeed), SMB-friendly & ease of integration

**Proof of delivery** 

**Customer experience** 

**Real-time tracking** 

**Pricing model** 

Weekend & evening

**Delivery process** 

delivery

Support

Lost/damaged package handling No subscriptions, distance-based **Seamless API & e-comm integrations** 

Live GPS tracking for businesses & customers

Transparent, flat rate pricing

digital proof: Photo, PIN, and Signature Personal, real-time updates

3 secure options with timestamps and

**Available** 

Trexity sends couriers direct

from business to customer

Human-first, real people in Canada Fast communication, direct access

**Hands-on support** 

**Canada Post & Other Delivery Platforms** Next-day to several days

Weight & size-based pricing with

or manual setup

(varies by service)

surcharges. Subscriptions, hidden fees

Complex setup, requires e-comm plugins

Tracking updates at sorting points (not live)

Signature or delivery confirmation

Standardized postal delivery

Packages go through sorting facilities,

warehouses, multiple days to deliver

Formal claims process, may take time

Limited (extra fees may apply)

Automated systems, call centres, requires multiple steps/long waits for resolutions

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.

Supercharge your local deliveries today!

Book a demo with our Customer Success Team

Canadian Built for Canadian Businesses | trexity.com