

Trexity™

Case Study

MILDRED'S
TEMPLE KITCHEN



Industry
Grocery



Location
Toronto, ON
(GTHA)



Founded
1989

How Mildred's Pantry took off with trexity's reliable local delivery

Mildred's Temple Kitchen, a beloved Toronto spot known for its Famous Buttermilk Pancakes, pivoted during the pandemic by packing up their pancake mix to share when in-person dining wasn't possible. This sparked the launch of Mildred's Pantry—a retail line including frozen brunch favourites like scones, biscuits, and Cheezy tarts. As delivery demand grew, they faced the challenge of efficiently getting both pantry and frozen goods to customers while managing a small team and expanding the business.

The challenge

As Mildred's Temple Kitchen grew its Pantry line, delivery became challenging. Founder Jeff Dinan often made deliveries himself, which limited business growth.

Their in-house system wasn't sustainable, and other services lacked reliability or affordability. They needed a partner to handle frozen and dry goods, simplify operations, and expand delivery across the GTHA.



Enter: the Trexity solution



Approach:

Recommended by a local business, Mildred's partnered with Trexity to handle pantry deliveries across the GTHA.



Implementation:

Trexity's Shopify integration and reliable couriers let Mildred's focus on growing their product line instead of deliveries.



Key features:

Same-day delivery, integrations, flat-rate pricing, trusted couriers, and consistently frozen delivery—intact, on time.

Mildred's & Trexity: A brunch-worthy partnership

1. Faster, more efficient local delivery

✖ *Before Trexity:* Founder Jeff Dinan was often the delivery driver, which pulled time away from business development.

✔ *After Trexity:* Trexity took over last-mile delivery, ensuring fast fulfillment, freeing up over 6 hours per week in staff time.

2. Guaranteed frozen product delivery

✖ *Before Trexity:* Delivering baked-from-frozen goods was logistically complex and risky, threatening product quality.

✔ *After Trexity:* Trexity's trusted couriers deliver with care every time—ensuring products never arrive thawed or damaged.

3. Streamlined operations

✖ *Before Trexity:* Manual delivery management was a burden on a pared-down team.

✔ *After Trexity:* Shopify integration and Trexity's portal streamlined the process—making fulfillment simple and scalable.

4. Real business growth

✖ *Before Trexity:* Delivery challenges made it hard to scale and limited customer reach.

✔ *After Trexity:* Trexity freed up time and resources, helping Mildred's grow their pantry line and reach more customers.

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Delivering frozen products can be a real challenge, but I am happy to say that we literally have not had 1 occasion that our frozen goods did not get to our valued customers frozen and intact.

—Jeff Dinan, Mildred's Kitchen

Real results from Mildred's Temple Kitchen



+50%

Customer growth



+50%

Revenue increase



+6 hours

Saved per week

How Trexity transformed delivery for Mildred's

Since teaming up with Trexity, Mildred's has expanded its business with confidence, knowing their products will arrive perfectly preserved. They've completed over 550 local deliveries—bringing their brunch favourites to customers across the GTHA. With faster delivery, less admin work, and happier customers, Mildred's made local delivery a growth driver.

Supporting local legends through reliable delivery

Trexity is proud to help iconic local brands like Mildred's Temple Kitchen grow, reach more customers, and bring beloved staples to families across the region. When local businesses thrive, communities thrive—and Trexity delivers every step of the way.



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!

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