

Trexity™ Case Study



Industry
Florist



Location
Winnipeg, MB



Founded
2013

Reliability in full bloom: Oak & Lily's delivery success story with Trexity

Oak & Lily is a beloved floral boutique in Winnipeg known for its curated designs, locally grown flowers, and thoughtful giftware. With daily orders and a commitment to quality, they needed a dependable delivery partner to ensure every bouquet arrived fresh and on time—especially during their busiest seasons.

The challenge

Oak & Lily had always offered delivery, but reliability was a constant issue. Previous services often caused delays or mishandled delicate items—forcing staff to step in and deliver orders themselves.

With same-day orders coming in daily and floral freshness on the line, they needed a partner who could handle deliveries with care, consistency, and timeliness.



Enter: the Trexity solution



Approach:

Oak & Lily partnered with Trexity to deliver fresh flowers and curated gifts with care—every day, right on time.



Implementation:

With Trexity's easy platform and support, Oak & Lily seamlessly integrated same-day delivery to their daily routine.



Key features:

Reliable local delivery with flexible pick-up windows, real-time tracking, and live, responsive support.

Oak & Lily & Trexity: A fresh take on floral delivery

1. Consistent same-day service

Before Trexity: Same-day deliveries were stressful and often unreliable, leading to missed windows or DIY drop-offs.

After Trexity: Trexity provided dependable daily service, with clear pick-up times and on-time delivery.

2. Reliable live support

Before Trexity: When issues came up, support from other services was slow and unhelpful.

After Trexity: Trexity's responsive support team addressed concerns quickly, giving Oak & Lily peace of mind.

3. Delicate items handled with care

Before Trexity: Past couriers mishandled floral arrangements, risking quality and presentation.

After Trexity: Trexity couriers delivered flowers and gifts safely and professionally, protecting every detail.

4. Operational ease & efficiency

Before Trexity: Managing delivery logistics added stress and pulled staff away from core tasks.

After Trexity: Trexity's portal fit seamlessly into their daily flow—cutting down admin time and enabling focus on design.



[Watch full Case Study here](#)



We know we can enter an order in the system, the drivers will show up on time, and our items will be delivered on time.

— Jessica, Owner, Oak & Lily

Real results from Oak & Lily



Higher

Customer growth



Faster

Delivery times



Fewer

Admin/logistics tasks

How Trexity transformed delivery for Oak & Lily

Since joining Trexity, Oak & Lily has completed over 1,500 reliable deliveries—making hassle-free service a natural extension of their customer experience. With flexible scheduling including daily pickups, and real-time tracking, they've streamlined fulfillment without sacrificing quality—keeping flowers fresh, gifts intact, and customers happy.

Backing local businesses, one delivery at a time

Trexity supports businesses like Oak & Lily by making local delivery reliable, efficient, and stress-free. When deliveries arrive on time and in perfect condition, customers come back—and businesses grow stronger.



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!