

Trexity™

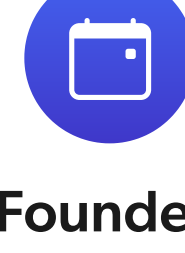
Case Study



Industry
Grocery



Location
Canada-wide



Founded
2022

Reinventing grocery delivery: How Trexity powers Odd Bunch's cross Canada expansion

Odd Bunch, a unique grocery service committed to reducing food waste, has rapidly expanded across Canada by offering affordable, high-quality produce that might otherwise go unsold. With a strong presence in multiple cities, they've built a loyal customer base that values fresh, sustainable food. As their reach grew, so did the need for a reliable, efficient delivery solution to meet the demands of thousands of weekly deliveries in multiple markets.

The challenge

As Odd Bunch expanded into new cities, managing scheduled deliveries of fresh produce became increasingly complex. They needed a reliable, flexible partner to handle thousands of weekly orders without compromising quality or raising costs.

Without real-time tracking or responsive support, their previous delivery setup often left customers in the dark. The lack of visibility and slow issue resolution made it hard to scale while maintaining the high level of service Odd Bunch is known for.



Enter: the Trexity solution



Approach:

After evaluating several delivery options, Odd Bunch partnered with Trexity to streamline their delivery operations and offer a customer-first solution that fit their subscription model.



Implementation:

Trexity's platform enabled Odd Bunch to manage their delivery logistics with ease, ensuring on-time deliveries on set days each week, with real-time tracking and optimized routes.



Key features:

Flat-rate pricing, real-time tracking, flexible scheduling when subscriptions go out in each city, and responsive delivery support tailored to their growing needs.

Odd Bunch & Trexity: A fresh approach to local delivery

1. Reliable & timely deliveries

✗ *Before Trexity:* Deliveries were sometimes delayed, impacting the quality of service on scheduled delivery days.

✓ *After Trexity:* Trexity ensured timely deliveries on Odd Bunch's designated days each week, improving consistency and customer satisfaction.

2. Expanded delivery reach

✗ *Before Trexity:* High shipping costs and limited delivery options prevented Odd Bunch from reaching more customers in different cities.

✓ *After Trexity:* Trexity's affordable, flat-rate pricing allowed Odd Bunch to expand their reach, increasing the number of weekly deliveries in each market.

3. Enhanced customer experience

✗ *Before Trexity:* Lack of real-time tracking and inconsistencies in delivery times led to customer frustration.

✓ *After Trexity:* Real-time tracking kept customers informed, reducing support calls and improving satisfaction.

4. Streamlined operations & cost efficiency

✗ *Before Trexity:* Managing deliveries manually across multiple cities was inefficient and time-consuming.

✓ *After Trexity:* Trexity's automated logistics and optimized delivery routes allowed Odd Bunch to efficiently handle thousands of weekly deliveries without increasing operational costs.

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Trexity has become a trusted extension of our operations team. Their responsiveness, transparency, and ability to scale with our needs have made them an invaluable partner in our local delivery strategy.

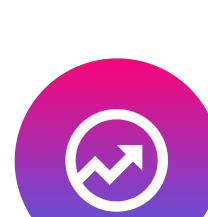
— Divyansh Ojha, Owner, Odd Bunch

Real results from Odd Bunch



+10%

Customer growth



+10%

Revenue increase



3+ hours

Saved per week

How Trexity transformed Odd Bunch's delivery

Trexity played a crucial role in streamlining Odd Bunch's subscription-based delivery model. Since partnering, Odd Bunch has completed over 400,000 deliveries—ensuring fresh, sustainable produce reaches customers across Canada reliably each week.

The results speak for themselves: faster, same-day deliveries boosted customer satisfaction and retention; real-time tracking and clear communication enhanced the delivery experience; and improved reliability dramatically reduced missed or delayed orders. With better efficiency and expanded reach, Odd Bunch continues to grow—staying true to its mission of reducing food waste and making quality produce more accessible.

Empowering sustainable growth

Trexity supports mission-driven businesses like Odd Bunch by delivering quality products, like produce, reliably and affordably. We help many companies scale sustainably, offering flexible, cost-effective delivery that expands their reach without sacrificing values.



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