

# Trexity™

## Case Study



Industry  
Grocery



Location  
Toronto, ON



Founded  
2009

## How Sanagan's made home delivery a seamless part of their business with Trexity

Sanagan's Meat Locker, a staple in Toronto's culinary scene since 2009, is known for its commitment to premium, locally sourced meats, poultry, and house-made prepared foods crafted with care. As the business expanded—with a second location and growing wholesale operations—they needed a reliable delivery partner to keep up with rising online orders and evolving customer expectations.

### The challenge

Sanagan's wanted to bring the same quality and care they offer in-store to home deliveries. But the logistics of handling perishable goods—especially meat—required a solution that could ensure speed, freshness, and real-time communication with customers.

They also needed a system that would integrate smoothly with their team and daily operations, without adding unnecessary complexity or slowing them down.



### Enter: the Trexity solution



#### Approach:

Sanagan's partnered with Trexity to offer fast, reliable delivery that could handle cold-packed orders and meet customer expectations.



#### Implementation:

With a user-friendly dashboard, responsive support, and flexible service, Trexity became an extension of the Sanagan's team.



#### Key features:

Real-time tracking, flat-rate pricing, fast and reliable same-day delivery options, and an intuitive dashboard.

### Sanagan's & Trexity: A cut above the rest

#### 1. Consistent, local delivery you can count on

✖ *Before Trexity:* Home delivery was new territory, with concerns about speed and freshness.

✔ *After Trexity:* Trexity enabled reliable, same-day delivery—even for cold-packed items—building trust with customers.

#### 2. Easy-to-use platform for a busy team

✖ *Before Trexity:* Delivery operations risked adding complexity to already bustling store environments.

✔ *After Trexity:* Trexity's intuitive portal simplified training and order handling—keeping fulfillment efficient.

#### 3. Improved customer experience

✖ *Before Trexity:* Customers had limited visibility into their order status, leading to uncertainty.

✔ *After Trexity:* Real-time tracking and consistent performance turned new online shoppers into loyal fans.

#### 4. A partner in growth

✖ *Before Trexity:* Expansion meant more moving parts and pressure on internal resources.

✔ *After Trexity:* Trexity scaled with them—streamlining operations and keeping loyal customers coming back.



[Watch full Case Study here](#)



We now have customers that order once or twice a week for home delivery because it's such a fluid and easy process. So from the customer point of view, working with Trexity has been great.

— Peter Sanagan, Owner, Sanagan's Meat Locker

### Real results from Sanagan's Meat Locker



#### Faster

Delivery times



#### Increase

In delivery volume



#### Fewer

Admin/logistics tasks

### How Trexity transformed delivery for Sanagan's

With Trexity, Sanagan's has embraced the world of home delivery—completing over 7,000 deliveries to date. Loyal customers now receive cold-packed meats, charcuterie, and prepared foods weekly. Trexity's reliable courier network and simple dashboard gave Peter and his team peace of mind and the freedom to keep growing. It's a truly seamless experience—from butcher block to doorstep.

#### Fueling steady local growth, one delivery at a time

Trexity is proud to support Sanagan's Meat Locker and other local businesses with flexible, responsive delivery solutions that help them reach more customers—without compromising on quality.



### 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!**