

Innovative Retailer Turns to Transfix for Guaranteed Capacity in Unprecedented Market Volatility

A D2C Retailer chose Transfix as their trusted single source provider for an urgent project during COVID-19

THE CHALLENGES

NEEDED TO BRING NEW CAPACITY ONLINE QUICKLY TO MOVE EXCESS INVENTORY

During a period of high market volatility brought on by the spread of COVID-19, an innovative retailer faced supply chain disruptions. They continued to accept inventory from their vendors, but were unable to move goods through their supply chain at a normal pace because of state regulations and the company's efforts to ensure the safety of their warehouse workers. Soon three out of the company's six major warehouses were overcapacity. They set up temporary storage facilities to house excess inventory, but needed a vendor who could start moving the freight to these new facilities immediately. Given time constraints, they wanted to work with a single provider. Because they largely delivered directly to consumers, most of their freight spend was typically spent with LTL carriers. As FTL was not their primary focus, they needed a trusted partner they could really rely on for FTL expertise and high performance. That's why they turned to Transfix.

THE SOLUTION

CUSTOMER TURNED TO TRANSFIX FOR SPEED AND GUARANTEED CAPACITY

This shipper had been booking with Transfix through our online shipping platform, Transfix Terminal. They loved the ease of use, speed of booking, and ability to track shipments and on-time performance. When faced with this new challenge, they immediately reached out to Transfix to be their trusted single source because they knew Transfix's technology-driven approach would provide speed and flexibility. In just a few days, Transfix:

- Secured dedicated, guaranteed capacity for all of their new lanes
- Managed carrier relationships to ensure up to 10 transfers per day were executed successfully
- Supported customer with dedicated account manager

SOLUTION HIGHLIGHTS



Guaranteed capacity



Dedicated account manager

THE RESULT

TRANSFIX DROVE HIGH PERFORMANCE AND SAVED TIME

- **Took on 100% of freight in less than 1 week:**

Transfix's technology and reliable carrier network enabled it to move quickly and flexibly. Transfix identified the right dedicated carriers, developed a recovery plan, and started moving 100% of the customer's freight on three lanes just nine days after the customer made an initial inquiry.

- **Saved 3+ hours per day:**

Because Transfix handled all aspects of the carrier relationships, including sourcing, managing, and communicating load and appointments information, the company's employees saved 3+ hours per day. This time was reallocated to other strategic tasks.

- **Drove 97% OTD:**

As the single-source provider, Transfix drove 97% OTD, significantly exceeding the customer's benchmarks.



About Transfix

Transfix is a leading transportation solutions provider whose digital brokerage capabilities and logistics software offerings are helping reshape the future of freight. The company combines deep industry expertise and a best in class carrier network with cutting edge technology. The result? Competitive pricing, superior service and reliability, and unmatched intelligence for optimizing the supply chain from start to finish. Today, the world's most recognized brands rely on Transfix's trusted carrier network, including six of the top ten retailers and five of the ten largest food and beverage brands in America. Transfix was named one of Forbes' "Next Billion-Dollar Startups" and is headquartered in the heart of New York City. For more information, visit www.transfix.io.

RESULTS HIGHLIGHTS



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Drove 97% OTD