



CUSTOMER CASE STUDY

STONE SOURCE

HEADQUARTERS:

New York, New York

SHOWROOM LOCATIONS:

New York, New Jersey, California, Massachusetts, Illinois, and Washington, D.C.

WAREHOUSES:

New Jersey, Illinois, California

ABOUT STONE SOURCE:

Distributor of natural stone, porcelain, ceramic, and glass tile, as well as engineered stone and FSC Certified reclaimed wood.

OUR SOLUTIONS:

Freight services - truckload, LTL, partials, expedited, and warehousing

Thoughts from our customer...

“If we did not get material to the warehouse on time, we would have delayed a critical project involving both leadership teams from our client and our design team on site. Without Trinity’s quick action and dedication, one of our best customers would not have been able to start installing their tile on schedule. You should all be very proud of yourselves working together as a synchronized team to ensure no interruptions in our client’s construction schedule.”

— KAREN PEARSE, PRESIDENT, STONE SOURCE DIRECT

“Trinity’s responsiveness, adaptability and sense of partnership is impressive and they continue to anticipate evolving needs offering strategic solutions to drive process improvement, change, and enhanced levels of service that continuously generate positive responses from our customers.”

— RALPH TRAMANTANO, SENIOR DIRECTOR - SUPPLY CHAIN, STONE SOURCE

Challenge



Stone Source was set to begin tile installation on a key customer’s site in Northern California first thing Monday morning. At 4 p.m. on the Friday prior to construction, news arrived that the imported air shipment delivered the wrong product to the site! The correct product was located quickly, but it was over 3,000 miles away, in New Jersey, fresh off an ocean vessel. Fast action was needed to quickly reposition the required 3 pallets of product to Stone Source’s customer location in order to keep construction on schedule and meet their promised service standards.

Solution



Stone Source reached out to Trinity for guidance in a very tight situation. On Friday afternoons, it can be extremely difficult to find available equipment and fresh drivers with hours left on their clock to pull off expedited requests. Within 1.5 hours of the phone call, Trinity had sourced a provider close by with team drivers who could expedite the shipment in order to arrive at 5:30 a.m. on Monday morning, in time for the product installation. By 9 p.m., the team was loaded and en route. Over the weekend, Trinity provided tracking for Stone Source to provide the best possible communication.

Results



When the Stone Source team arrived on their customer’s site Monday morning, the drivers Trinity contracted were waiting in place. The strength of our partnerships, network, and dedication to serving the needs of our customers no matter the situation helped deliver a memorable customer service experience. Additionally, we achieved cost savings by avoiding a more expensive air expedite! Stone Source’s customer witnessed a professional, on-time, and issue-free installation thanks to the combined teamwork between Trinity Logistics and Stone Source.