

CASE STUDY: STONE SOURCE

FINDING:

STONE SOURCE FINDS RELIABILITY, COMMUNICATION, QUICK TURNAROUND, AND ACCESS TO MUCH NEEDED EQUIPMENT AND DRIVERS THROUGH TRINITY'S DEDICATED AND STRONG CARRIER RELATIONSHIPS.

HIGHLIGHTS

97.51%
LTL ON-TIME DELIVERY

0.47%
CLAIMS RATIO

TRINITY LOGISTICS

PEOPLE-CENTRIC | TRANSPORTATION | TECHNOLOGY

ABOUT STONE SOURCE

Stone Source is a design-driven company that provides natural stone, porcelain, ceramic, and glass tile, as well as engineered stone and FSC Certified reclaimed-wood. In business since 1988, they have remained dedicated to providing cutting-edge, high-quality surfaces for both commercial and residential clients, architects, and designers.

THE 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 keep construction on schedule and meet their promised service standards.

THE SOLUTION

Stone Source reached out to Trinity for guidance. On Friday afternoons, it can be extremely difficult to find available equipment and fresh drivers with hours 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, 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.

THE RESULT

When the Stone Source team arrived on their customer's site Monday morning, the drivers Trinity contracted were waiting in place. Additionally, they 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.

“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, Vice President Operations, Logistics, and Continuous Improvement



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