

CASE STUDY: CFM DISTRIBUTORS, INC



ABOUT THE COMPANY

Headquartered out of Kansas City, Missouri, cfm Distributors, Inc. has been a prominent player in the wholesale distribution sector since 1969. In 1981, they expanded their expertise by becoming a York distributor, specializing in wholesale heating, ventilation, air conditioning, and refrigeration (HVACR) equipment. Whether serving residential or commercial clients, including grocery stores, pharmacies, hospitals, and schools, cfm Distributors, Inc. is dedicated to enhancing health and wellness through superior temperature control and air quality solutions.

THE CHALLENGE

cfm Distributors, Inc. wanted to enhance its operational efficiency and concentrate more on sales. They struggled with sourcing carriers and found their logistics processes time-consuming and cumbersome, hindering their ability to maximize business potential. They needed a comprehensive logistics provider to streamline their operations, a one-stop-shop that would enable them to prioritize business goals.

THE SOLUTION

When searching for a logistics provider, cfm Distributors, Inc. was particularly impressed by Trinity Logistics due to their People-Centric approach. They valued Trinity's humility, patience, understanding, and collaborative spirit. From their initial interaction with Trinity Logistics, cfm Distributors, Inc. had a positive experience and opted for a customizable Managed Transportation solution. This choice granted them access to Trinity's Transportation Management System (TMS) to streamline their own processes, but also have the expert assistance they wanted, tailored to meet their specific requirements.

THE RESULT

Long-term, cfm Distributors, Inc. aims to make Trinity Logistics its one-stop-shop solution. They've integrated Trinity's TMS for less-than-truckload (LTL) and full truckload shipping needs, seeing significant cost savings compared to previous methods. Particularly with LTL, they've experienced fewer recertifications and accessorial fees, reducing overall shipping costs. This partnership has simplified their logistics, making it easier to manage. cfm Distributors, Inc. enjoys the convenience Trinity offers in having one point of contact for their logistics needs.

"From our very first interaction, I knew Trinity was going to be the right partner for us. Their team is patient, understanding, empathetic, and collaborative. They're always quick to answer and willing to go the extra mile. Trinity has helped us streamline our processes, reduce our costs, and improve efficiency. But what sets Trinity apart from others is their genuine care for our business. It's not just about moving pallets and boxes to them – they're truly invested in our company's growth. It's refreshing to work with a company that treats you like a partner, not just a customer. I can't recommend Trinity Logistics enough."

Ben McCollum, cfm Distributors, Inc.