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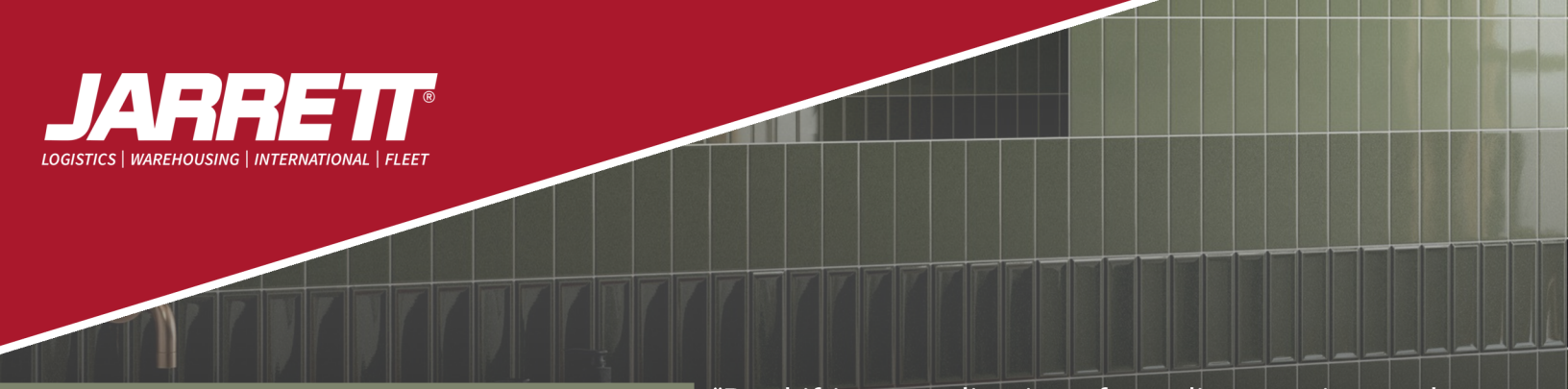

TRINITY SURFACES CASE STUDY

TRINITY'S LTL RATES REDUCED BY 4%

Structured Onboarding Builds Foundation for Long-Term Partnership

CUSTOMER

Trinity Surfaces is a national distributor of tile and surface products with seven locations across the U.S., serving restaurants, retailers and commercial customers. The company manages inbound freight from domestic manufacturers and operates distribution points in Ocala and Orlando, Fla.

As Trinity's business has grown, company leaders recognized the need for a logistics partner that could support that growth with reliable technology, cost-competitive transportation and a culture that matched their own.

THE CHALLENGE

Trinity's existing transportation management system was limited in capability. Their past technology integration was a painful experience, which made the company's leadership hesitant about going through another transition.

Trinity needed a partner that could deliver a modern technology platform, competitive LTL rates and a structured implementation process. Above all, they needed assurance that the transition would be handled with care and accountability.

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"By shifting coordination of suppliers, carriers and customers to Jarrett, our internal team has been able to focus on higher-value activities, and customer satisfaction has improved due to more consistent and proactive communication."

Ebbo Skadhauge, Director of Process Improvements/IT at Trinity Surfaces

THE SOLUTION

Jarrett designed and executed a structured implementation tailored to Trinity's operational complexity.

- During implementation, the Jarrett team traveled onsite at each of their seven locations, walking through the process with department leaders to build confidence and ensure alignment across all teams.
- Trinity's ERP system required a custom, adaptive API integration. Jarrett and Trinity teams worked together to design workflows, build the integration and test before launch.
- Jarrett provided structured post-launch support by maintaining weekly operational calls and conducting 30- and 90-day review meetings with Trinity teams to identify opportunities for improvement.

"Jarrett invested the time to understand our business model, operational nuances and customer expectations before recommending solutions. That level of preparation allowed the Jarrett team to function as a true strategic partner rather than a transactional service provider," said Ebbo Skadhauge, Director of Process Improvements and IT at Trinity Surfaces.

VALUE DELIVERED

- Jarrett provided an immediate cost reduction, reducing Trinity's LTL rates by 4% from day one.
- The introduction of Jarrett's transportation management system, jSHIP, and API integration streamlined quoting and shipment tendering for Trinity's customer service and account management teams.
- Jarrett's industry-leading responsiveness resulted in all emails being responded to within 10 minutes and all inbound calls answered in three rings or less.

"Jarrett's disciplined and proactive implementation approach established immediate credibility and alignment between our organizations. It created a strong operational foundation and positioned the partnership for long-term success," said Skadhauge.