



FROM SIMPLE LOADS TO STRATEGIC GROWTH

How One Household Goods Business Scaled with ANDY as a Partner

INTRODUCTION

What began as a few straightforward deliveries quickly turned into a much larger opportunity for both our team and a fast-growing household goods business. Specializing in excessive inventory or surplus stock, open-box, and liquidation items, this customer needed a higher level of flexibility and capacity than what their existing providers could offer. That's where we came in.

The transition was seamless. Our operations, onboarding, sales, and logistics teams worked in sync to ensure everything was aligned from day one. The result? A fully integrated, end-to-end service solution that gave the customer full visibility, cost control, and the freedom to scale confidently.

ADAPTING TO MEET EVOLVING NEEDS

After several years with the same transportation provider, the customer's needs had evolved. As their business grew more dynamically, they required a partner who could offer more flexibility without adding costs.

We delivered exactly that. Through:

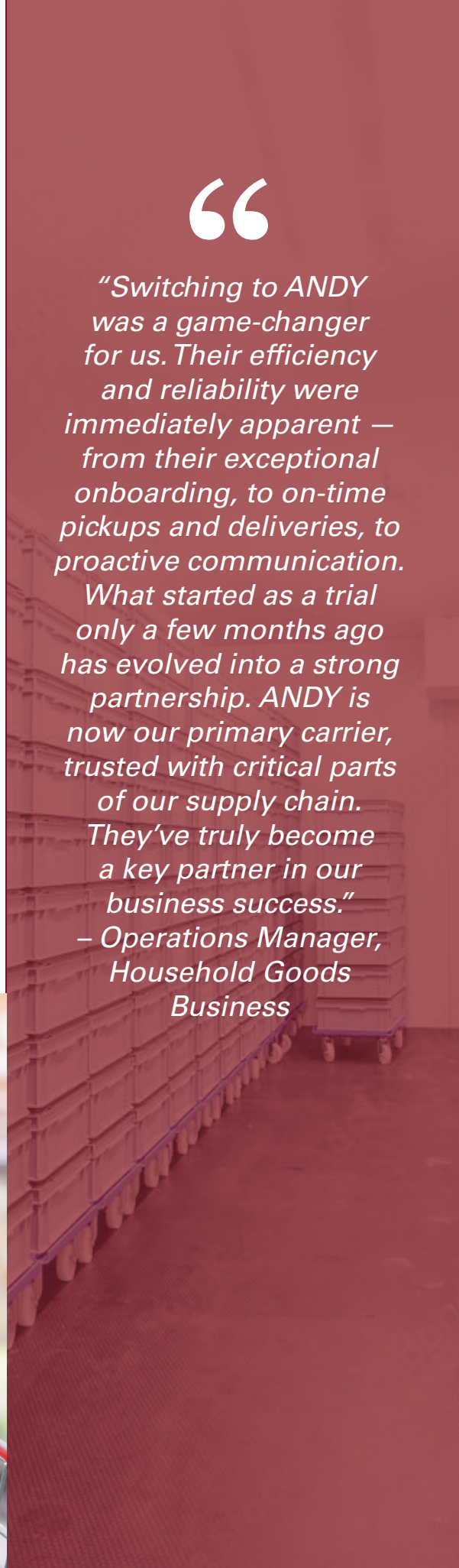
- » Flexible pickup and delivery scheduling
- » Short-term storage at no additional cost
- » Responsive, proactive communication
- » A hybrid of asset-based and logistics services
- » In-city and inter-province transportation

We were able to support their operations in a way that aligned with their goals. For example, when sourcing loads from suppliers, the customer often needed 2–3 days to finalize a buyer. Our ability to hold freight, without charging for those holding days, gave them valuable breathing room to close sales, without pressure or added overhead.

“

“Switching to ANDY was a game-changer for us. Their efficiency and reliability were immediately apparent — from their exceptional onboarding, to on-time pickups and deliveries, to proactive communication. What started as a trial only a few months ago has evolved into a strong partnership. ANDY is now our primary carrier, trusted with critical parts of our supply chain. They’ve truly become a key partner in our business success.”

*– Operations Manager,
Household Goods
Business*



COLLABORATION FROM DAY ONE

Behind the scenes, success was built on internal alignment. Even before moving a single load, our onboarding team worked cross-functionally with sales, customer service, logistics, and accounting to ensure expectations, pricing, and processes were clear. By eliminating silos and working as one team, we delivered a consistent, coordinated experience that built trust from the start.

Once the customer saw our commitment and consistency in action, their confidence grew, and so did the volume.

SCALING TOGETHER

One of the most rewarding outcomes of this partnership is how our service helped the customer grow. With reliable logistics support, they were able to secure new supplier contracts, adding roughly 70 loads per month to their operations. This wasn't just about moving more freight; it was about removing friction so both teams could focus on what matters most: growth.

"What was supposed to be just a few loads turned into much more, both for us and for the customer. That's what makes us different. Because operations ran so smoothly, the customer could grow." - Timur Maslianov, ANDY Business Development Manager

We've since become their primary carrier. What sealed our position wasn't just our ability to deliver on time, it was our proactive communication, flexibility, and reliability.



WHY ANDY?

This customer success story reflects what we strive for in every partnership. We're more than just a transport company, we're a strategic partner who provides targeted solutions designed to solve the unique issues each customer faces. Whether it's optimizing routes, combining asset-based transportation with brokerage, or jumping in to provide warehousing and distribution services, we aim to be part of the customer's growth story.

It's not about how many trucks we have, it's about how well we know our customers, how we respond to challenges, and how we position our service to help them achieve their goals.

Growth starts with the right support. Let's explore what it can look like for your business. Get in touch with us.

.....



TRUSTED TO DELIVER EXCELLENCE

For more information, visit www.andytransport.com
daniel.moga@andytransport.com | 514-867-0111

