



Arch Express Success Story: When Who Drives the Truck Impacts What Drives Revenue

When Andy Sextro, Sales Manager for Da-Com Corporation, an office supply company, noticed that his customer service calls had increased from approximately one per day to 15-20 per day, he knew he had a problem.

“I had been with my former courier for ten years, and then all of a sudden there was an onslaught of issues,” explained Andy. “Deliveries weren’t being made on time and my customers’ productivity was being interrupted as a result. That’s when I found out the delivery vendor we were using had recently taken on a large new client—and apparently did not have the bandwidth to service its other customers. I knew about Arch Express and began to vet them.”

As to be expected, Andy was hesitant to switch.

“Things were bad—but I had been with this courier for over a decade,” he said. “But when I ran the numbers and figured out that this courier service had cost us 75-100 customers, which translates to \$50,000-\$60,000/month in revenue in just a six-month period, I knew I had to make a move.”

Andy met with Anna and John, the owners of Arch Express, to discuss his needs—and to find out how Arch Express operates.

“We have to be able to access our courier’s warehouse in the middle of the night, so I needed to know if that was an option,” said Andy. “I also wanted to understand more about their communication standards. When I found out that I could login and get instant, real-time delivery status and data, I was sold.”

Andy has been an Arch Express customer for almost two years and says he is continually impressed by their attention to detail.

“They receive our deliveries at night and then we have a dedicated Arch Express staff member who comes in, sorts the truckload of pallets, and ensures the right supplies get on the right truck to go out that day,” he explained. “They established a process for us and our deliveries get where they need to—when they need to.”

He notes that Arch Express drivers are extremely professional and courteous when interacting with his customer base—which is important, because they are acting as an extension of Da-Com’s values and customer service standards.

“Anna and John also keep my drivers consistent so that my customers know who to look for,” he said. “It’s the little things like this that add up to the big things.”

The big things he refers to are customer retention, feedback, and revenue.

“Since we hired Arch Express, we have not lost one customer because of delivery issues,” Andy said. “In fact, if we had started using Arch Express four years ago, our revenue per month would be triple what it currently is.”

And the Arch Express team goes above and beyond. They handle all of the vendor returns for Da-Com.

“Returns go to their warehouse, and Arch Express takes care of labeling them and getting them back to the vendor for us,” he said. “This saves us a significant amount of time and money.”

Andy has never regretted the decision to not invest in Da-Com’s own delivery trucks.

“It was something I initially considered when we began having problems with our other vendor,” Andy shared. “But we wouldn’t be able to do as great of a job as Arch Express does for our customers. They are exceptional. **In fact, moving our courier services to Arch Express was the best business decision I’ve ever made for Da-Com.**”



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Interested in partnering with a courier who does all of the above (and more)?
Contact Arch Express today!

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