



# Arch Express Success Story: When You're in the Service Business, You Demand Exceptional Service

Matt Richardson is Vice President of Midwest Mechanical Services & Solutions, an organization that services the latest commercial and industrial air conditioning, heating, and refrigeration equipment. Matt is in the service business; he dispatches technicians to businesses who are in dire need of repairs to systems that are affecting comfort, productivity, and profitability.

***"You could say time is of the essence in our industry," Matt says. "When our technicians need a part in advance of a service call or while they are on a job, it is imperative they receive it in a timely manner.*** That was not happening with our previous courier."

A family-owned business, Midwest Mechanical Services & Solutions treats their customers and vendors like family—and are surprised when they don't receive the same treatment in return.

"After little-to-no communication, several late deliveries and no-shows, the straw that broke the camel's back was when I needed a part picked up from one location by a certain time and delivered to a technician's house so he would have it for an early morning job," Matt said. "The courier company didn't make it to get the part before the store closed and never even called me. I had to hear from my technician late that night that the part never showed. After that, I was done."

Frustrated, Matt googled "courier services" and Arch Express appeared on the search results page. He noticed that they were a few blocks from his office so he decided to walk down to vet the company.

Anna Goessling, Arch Express's Owner, answered the door and a long conversation followed.

"I met John [Goessling] that day too," he said. "Their philosophy seemed to be right in line with ours—the customer comes first."

After 2 years of service, Matt says he couldn't be happier with Arch Express. ***"They are proactive and keep the lines of communication open," he said.*** "If they can't meet a time guideline, they are honest and upfront about it; I appreciate that. To me, that's good service."

He also notes that in order to make his tight timelines, he's seen John or Anna hop in the car to take a part to a technician. ***"They go above and beyond all the time; they are a family-owned business just like we are, so we have the same values."***

Matt likes that the Arch Express drivers have his technicians' numbers on speed dial and always call them when they are approaching the job sites. Equally important is that the Arch drivers make a concerted effort to park by the technicians' vehicles so the meeting point for delivery is seamless. "This is important," he stressed. ***"Arch Express will call my guys when they are 5 minutes away. My technicians don't waste time getting down from a roof or leaving a repair site and spend time waiting on a courier; they are informed right until the part makes it into their hands with no wasted time, effort, or energy."***

Matt describes Arch Express as efficient and reliable. ***"I know I can count on them," he said. "That peace of mind has given me the time and energy to focus on other important things within the company. You can't put a price tag on that; that is invaluable."***



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

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