Arch Express Success Story:
Added Value Adds Up

"When you begin to hear from your customers that the drivers weren't friendly, when you begin to sense that your courier is in too big of a hurry to care about service or appearance, that's when you need to start looking at other alternatives."

And that's exactly what led Gary Smith, Transportation Manager and Safety Coordinator for Concordance Healthcare Solutions, to Arch Express.

"I met with Anna and I liked her sales process and what her company brought to the table," he shared. "I made the switch."

After almost two decades as a customer, Smith knows he can comprehensively rely on Arch Express.

"We have an Arch Express employee dedicated to picking our stuff up in the morning, sorting it, and preparing it for efficient loading," Smith said. "Their drivers know what needs to be done and how to get it done—and they are always courteous and professional."

Smith knows Arch Express employees and drivers represent his company well and treat their customers with respect.

"They are efficient and I trust them," he said. "In fact, one of the Arch Express employees has the key to our warehouse—that is how much faith I have in them."

Smith also appreciates the real-time delivery confirmation Arch Express provides: "I never have to babysit them; I know it is handled." The switch to Arch Express has saved the company hundreds of thousands of dollars as well.

"I only have two on-staff drivers and trucks now. I diverted the rest of the business to Arch Express which saves me the cost of the truck, the employee, insurance, and more," he explained. "Plus, I don't have to employ someone to sort everything—Arch Express does that expertly."

Smith describes Arch Express as consistent, predictable, and fair. "The added value they provide customers is unparalleled," he said. I recommend them to everyone."

ARCH EXPRESS
When It Comes To Service,
WE DELIVER!

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

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