

CASE STUDY: **PASTENE**



PASTENE SECURES DISTRIBUTION CAPACITY WITH TRUCKCOURIER'S DEDICATED EXCLUSIVE USE PROGRAM

BACKGROUND

For over 145 years, Pastene has been bringing family & friends to the table with uncompromising quality & taste. Starting in the late 1800's Luigi Pastene established his business in Boston's North End, focusing on importing high-quality Italian ingredients & products. Pastene has spent generations building up a company that is now synonymous with excellence.

CHALLENGES

Pastene had been running local distribution from their warehouse to various grocers across New England with a reputable carrier. When the owner decided to wind down operations due to retirement, Pastene needed to find a carrier that could step in & meet or exceed the quality & consistency they had become accustomed to.

SOLUTIONS

After being brought in for a few meetings to understand the nuance & intricacies that existed within Pastene's distribution needs, like over-the-threshold delivery & unique delivery zones, TruckCourier was able to provide a dedicated distribution solution. By utilizing TruckCourier's Exclusive Use program, Pastene secured consistent, dependable & committed capacity that scales with the needs of the business. TruckCourier's ability to provide flexible capacity has been key, especially during the height of the pandemic when food products were in desperate need of replenishment at grocery stores & other food outlets.



RESULTS

DISTRIBUTION CONTINUITY

- Facilitated a seamless transition from Pastene's previous carrier to TruckCourier
- Uninterrupted service while transitioning carriers

DEPENDABILITY

- Access to additional dedicated capacity during peak shipping times
- Functional & maintained equipment, with replacement vehicles on stand-by to ensure distribution continuity
- Attentive drivers trained on the specific needs of the freight, equipped with pallet jacks & lift gates.
- Night, weekend & holiday capacity without surcharge