

CASE STUDY:

SULLIVAN & MCLAUGHLIN

SULLYMAC CREATES 24-HOUR DELIVERY CAPACITY WITH TRUCKCOURIER'S GROUND EXPEDITE SERVICES



BACKGROUND

Sullivan & McLaughlin, or SullyMac, is New England's largest single-source electrical & technologies contracting company. For more than 50 years SullyMac has been providing custom solutions while servicing the electrical construction needs of its wide array of clients.

CHALLENGES

As SullyMac grew, so did their distribution needs. They had relied on an internal driver & owned truck, but their needs were outpacing the amount of work one truck can accomplish in a day. Thus, they made the strategic decision to discontinue their in-house distribution program & search for a partner that could service their needs during core business hours. Unfortunately, the first provider they enlisted struggled to meet their needs, resulting in prolonged delays, additional costs, & added stress for their internal teams, who scrambled to rectify the issues that arose. SullyMac needed to ensure that they could execute deliveries 24/7 as their contractors & field teams relied on timely access to tools & supplies.

SOLUTIONS

SullyMac needed a solution to complement their core transportation service provider & fill in the gaps, re-enabling them to provide the 24/7 distribution they rely on. After meeting our team, we were able to quickly set up an account for SullyMac to begin placing orders. SullyMac initially tested TruckCourier's rush service with a few time-sensitive orders, ensuring direct delivery without multiple touches. Impressed by our commitment to providing consistent, 24/7 service without extra charges, SullyMac has continued to rely on TruckCourier. Our meticulous attention and communication brought unforeseen value to SullyMac.

RESULTS

FLEXIBILITY

- 24/7 Distribution Capacity
- Access to a variety of equipment types
- Scheduled, on-demand, routed or rush services based on their need
- Capable of hauling bulky, odd-sized, non-palletized freight any time of day

DEPENDABILITY

- On-time drivers with functional, maintained equipment
- Consistent & proactive communication
- Accessories required to complete orders always on board - Lift Gate, Pallet Jack, Pads, Straps, etc.

TRANSPARENCY

- Quotes match invoiced amount.
- No hidden fees, so cost forecast falls in line with expectation
- Proactive & solution oriented communication when there will be delays or service impacts, allowing internal teams to mitigate any potential impacts