

# DISPATCH USE CASE

## Scaling National Distribution

A high-volume, behind-the-scenes distributor for major online marketplaces operates across a national warehouse network.

This marketplace retailer delivers consumer electronics directly to end users, leveraging more than 20 warehouse locations across the United States.

“We deliver manufacturer SKUs to end users from our warehouses across the country. Our focus is on fulfillment through Amazon and similar platforms,” said a company executive.

## The Challenge: Scaling Distribution Nationally

Initially, the distributor relied on a small internal courier program servicing a limited number of warehouses. As their footprint expanded rapidly, managing independent courier relationships across more than 20 locations became a major operational burden.

“It became too much work to manually coordinate couriers regionally. We needed a more sophisticated, centralized delivery solution that could scale nationally.”



**Dispatch has a great customer service team. They've always help us with our delivery issues, which builds a lot of trust. We count on them, and they've delivered.**



## **The Solution: Dispatch as a Nationwide Delivery Partner**

The distributor partnered with Dispatch to unify and scale its last-mile delivery operations. Dispatch's implementation included onboarding regional drivers into its platform, filling critical delivery gaps. Through Dispatch, the company gained real-time visibility into deliveries, live driver tracking, and automated customer notifications, features previously unavailable to them.

"The portal lets us see where drivers are in real time. Customers get notified about deliveries. Those are things we weren't doing before, and they've really improved how we serve our customers."

## **Implementation & Support**

The company's operations team highlighted Dispatch's hands-on support and quick issue resolution as key differentiators in the relationship. "Dispatch has a great customer service team. They've always help us with our

delivery issues, which builds a lot of trust. We count on them, and they've delivered."

## **The Results: Streamlined Growth and Efficiency**

The biggest value Dispatch brings isn't just cost savings—it's scalable logistics that save time and reduce complexity. With Dispatch, the distributor consolidated multiple fragmented courier arrangements under one platform.

"It's not just about the money. It's about being able to serve customers better. Streamlining everything under one system was the biggest win for us."

The numbers reflect that impact: Dispatch saw 160% year-over-year growth with this distributor. After completing 144 deliveries in 2024, the distributor already hit 271 by mid-2025—clear proof of efficient, scalable success.