



CASE STUDY



How Walkboard Express increased on-time delivery by 25% with FlockDirect®

By switching to shipping with Flock, Walkboard Express significantly increased its on-time pickup and delivery rates while avoiding thousands in fees.

PARTNER: Walkboard Express

SINCE: March 2020

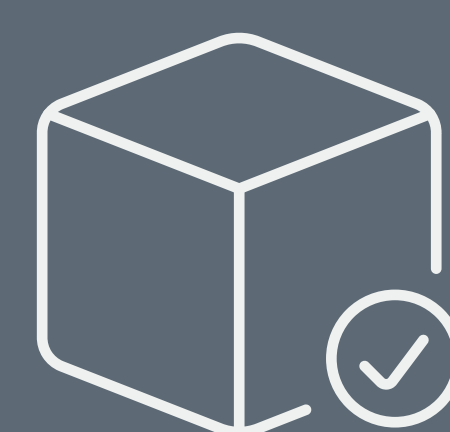
SOLUTION: FlockDirect®

KEY WINS



25%

increase in
on-time delivery



20%

increase in
on-time pickup



\$600K

in cost savings



440+

damage-free loads



1,100+

hubs skipped



540

metric tons of CO₂e
saved

The Headwinds



Based in Texas, Walkboard Express is a non-asset based moving company founded in 2015 by a group of moving industry veterans with over 100 years of combined experience. They help enterprise companies like Bloomberg, Meta (formerly Facebook), and NuCompass Mobility relocate thousands of employees each year.

Walkboard Express packs individuals’ household goods into crates and metal containers, then transports them worldwide. Although household goods tend to be damage prone, the company boasts the lowest damage-claim rate in the country by using a unique packing technique.

Initially, they were working with major third-party logistics (3PL) companies to transport goods, primarily via less than truckload (LTL) and partial truckload (PTL).

Zigzagging routes and transloading led to frequent delays that had real-world impacts for their customers, who would move into empty homes without their belongings.

To maintain customer satisfaction, Walkboard Express provided clients with interim household necessities, lowering their overall profits.

They needed a better, more reliable shipping solution.

Damaged freight



Delays



Claims



Lower profit



The Solution

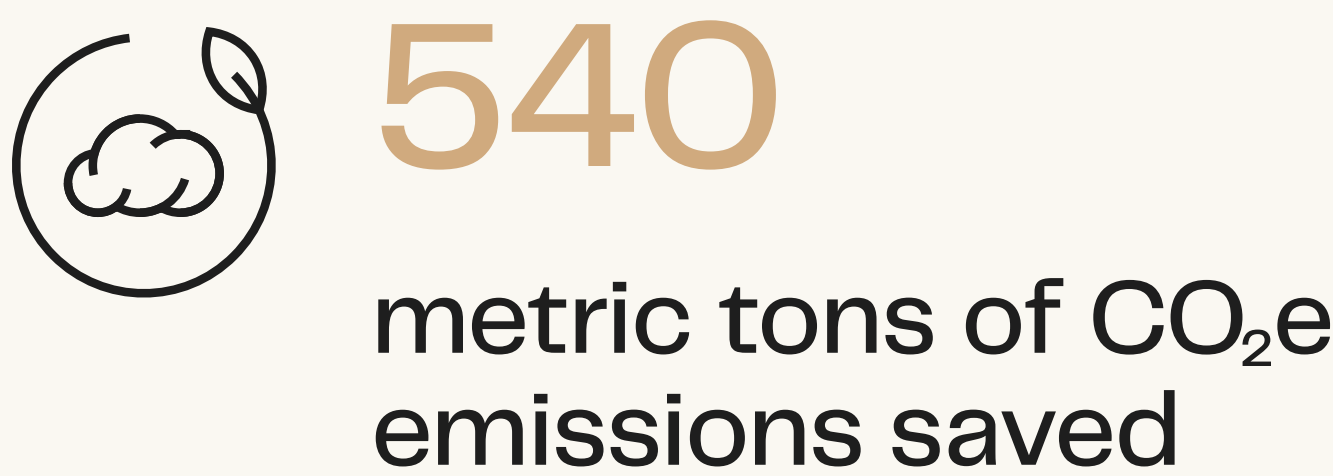
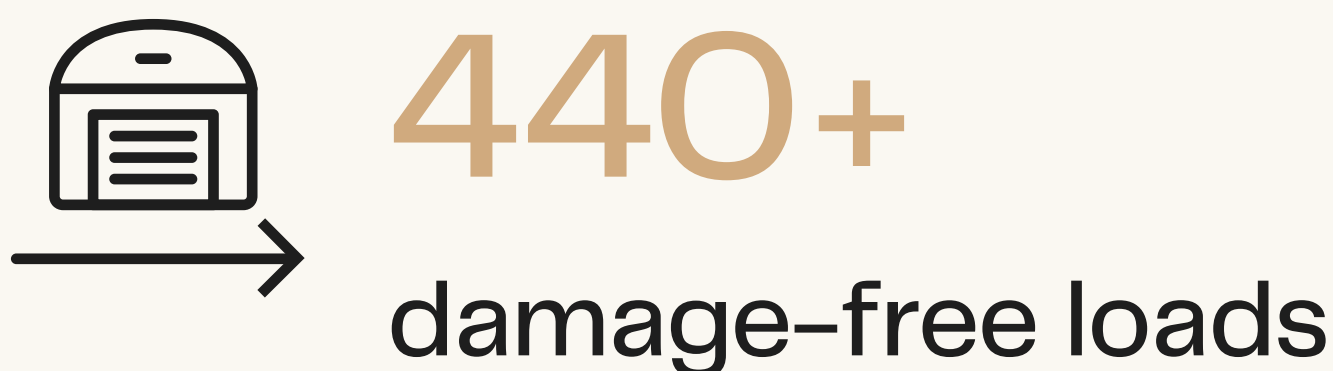


Walkboard Express came to Flock Freight looking for a better, more reliable way to ship their customers’ goods. After analyzing their typical shipment profile and network, Flock recommended our guaranteed terminal-free FlockDirect® service.

With FlockDirect®, Walkboard Express’s shipments are matched and combined with other freight going in the same direction to create a shared truckload. The freight stays on the same truck, with the same driver, all the way to its destination—and they only pay for the space they use.

Together, Flock has helped Walkboard Express see improved efficiencies from on-time delivery and cost savings to reduced carbon emissions.

As a result, Walkboard Express is able to deliver their customers' goods by the date requested, reduce their own expenses, and provide an overall consistently better experience.



Walkboard Express' Flock Freight Experience



Improved service quality

“Flock Freight is avoiding hubs and delivering shipments on time. It’s helping us provide a better quality of service to our clients, and we’re winning more business because of it.”

Rob Vespa, President of Walkboard Express

Partnership to count on

“We really enjoy working with Flock Freight, and we’re glad that we can count on your team.”

Leah Ellison, Vice President of Operations at Walkboard Express

Dedicated customer service

“When there is an issue, somebody from Flock Freight is all over it, which is huge! With the other 3PLs we use, it’s our problem and that doesn’t work for me as a business owner. But with Flock Freight, I know somebody’s on it, so you’ve taken that off my plate.”

Rob Vespa, President of Walkboard Express

Experience the difference



Looking for a reliable shipping provider to help you ship more efficiently and provide better service to your customers?

Follow Walkboard Express's footsteps and experience FlockDirect® yourself.

[Request a demo ↗](#)

