

# Echo Global Logistics' Consistent Communication Helps The Egg Carton Store Supply Small Farms

Family-owned company grows business, cuts costs, and exceeds expectations with the fast operational support of Echo's dedicated team

## Challenge

Help the egg carton supplier grow by moving shipments to a variety of locations with regular and reliable communication.

## Solution

Develop carrier sourcing to suit The Egg Carton Store's specific requirements and provide consistent, reliable access to capacity to avoid business disruptions and allow for growth.

## Result

The Egg Carton Store can focus on growing its business while Echo handles load sourcing, coordinating, and delivery updates, simplifying the shipping process.

Nearly 12 years ago, [The Egg Carton Store](#) Owner and Co-Founder Bill Swanson received his first phone call from Echo Global Logistics. At the time, The Egg Carton Store needed a brokerage partner it could trust to manage its shipments to various farms across North America. After dealing with other providers, Mr. Swanson determined Echo was the best fit.

**“We’ve gone through multiple brokers over the course of our company, but Echo has always been there and has been easy to deal with. It’s nice to work with people that we enjoy working with.”**

- Bill Swanson, Owner and Co-Founder, The Egg Carton Store

Prior to Echo, when The Egg Carton Store wasn't receiving consistent communication and support, pursuing growth opportunities was difficult. The company described the shipping process at the time as moving backwards rather than forwards. Now, The Egg Carton Store enjoys a 93% on time delivery rate.

Having Echo on its side allows The Egg Carton Store to access:

- 24/7 available communication with a dedicated team member
- A trusted representative that communicates with carriers when loads need to be altered
- Invoicing and paperwork all in one accessible location
- Cost savings as Echo keeps shipments on track, reducing lost or disrupted loads
- Delivery to remote, residential, and commercial locations across the country

## Case Study: The Egg Carton Store



The success of Echo and The Egg Carton Store's partnership is largely attributed to the trust and consistent communication both companies have fostered over the years. Echo's innovative technology and experts allow its team to take proactive steps, when necessary, on behalf of The Egg Carton Store, to create efficiencies and uncover opportunities for transportation improvement.

**“I know that I can email Echo and 90% of the time someone’s going to get back to me within 5 minutes.”**

– Joe Comstock, Customer Success, The Egg Carton Store

### Supporting Growth Through Service

Echo's dedicated experts were able to provide complete visibility into all The Egg Carton Store's shipments. From logistical costs to shipment alterations to delivery updates, the transparency, cost savings, and organization Echo provided has allowed The Egg Carton Store to expand its business and grow its team. The close relationship cultivated between the two companies also allowed Echo's team to take the time to understand and become exceptionally familiar with The Egg Carton Store's business, translating to additional attention to detail and trust in the partnership.

**“We try to be one of those companies that’s easy to deal with. When we have a problem, we want it handled, and that’s where Echo comes in.”**

– Sheri Swanson, Owner and Co-Founder, The Egg Carton Store

To learn more about how Echo can simplify your transportation needs and help your business grow, contact us today at 800.354.7993 or [info@echo.com](mailto:info@echo.com).