

Customer Spotlight: Cultivating a Long-Standing Relationship with D'Arrigo Bros Co. Through Trust, Service and Collaboration



The Customer:

D'Arrigo Bros Co.

The Background: Cold Chain Management

D'Arrigo Bros Co. is a family-owned grower and seller of produce that has been in business for 100 years. They understand that when it comes to fresh produce, time is of the essence. Cold chain shippers are working against the clock to get products where they need to be at the freshest state they can be. Ensuring specific temperature controls, following strict delivery schedules, and managing costs while maintaining product quality are key for successful cold chain operations.

Before partnering with TA Services, D'Arrigo worked with various temperature-controlled capable carriers. But as a company with family at its center, D'Arrigo knew the importance of choosing a third-party logistics partner they could trust. Because of their strong company values and dedication to unparalleled service, TA Services checked that box. Some of the key areas the fresh produce shipper needed help with were:

Temperature Control

It is crucial to maintain the correct temperature for produce throughout the entire shipping process. Changes in temperature at any point in the supply chain could lead to spoiled products and financial losses.

Time Sensitivity

Produce has a limited shelf life, so timely delivery is critical. Shipments have to stick to a strict schedule to prevent expired or low-quality products being delivered to the final destination.

Cost Management

Cold chain logistics requires costly specialized equipment to maintain temperature control. TA Services helps D'Arrigo optimize their supply chain to minimize costs while still meeting temperature control and time sensitivity requirements.

The Priority: A Trusted Partnership

D'Arrigo Bros Co. began working with TA Services (formerly Scout Logistics) in 2015. Since then, the relationship has flourished. D'Arrigo trusts TA to provide cost-effective, quality service with a commitment to accuracy, transparency, and reliability. As a full-service third-party logistics partner, TA provides guidance and service in the following areas:



Circa 1960

Left to right: Andy D'Arrigo, Steve D'Arrigo, John Antognoni, Andrew D'Arrigo, Peter D'Arrigo, Steve D'Arrigo

Load Detail Accuracy

D'Arrigo works with a wide range of produce, each with unique shipping requirements, especially around temperature. If details about a load are entered inaccurately, it could result in a substantial loss of product. TA Services goes above and beyond to ensure every detail is correct for every shipment.

"TA double-confirms everything; there's no cutting corners. When you work with someone for a long time, getting familiar with things and becoming complacent can be easy, but that's how mistakes happen. We don't have that problem with TA."

- Sam D'Arrigo, Citrus Sales Department at D'Arrigo Bros Co.

Proactive Communication

Produce has a limited shelf life, so timely delivery is critical. Shipments have to stick to a strict schedule to prevent expired or low-quality products being delivered to the final destination.

"Even if there's a breakdown or anything else that might hold up a delivery like weather, traffic, or accidents, TA is right on top of things and finds a way to get us the information we need."

- Sam D'Arrigo, Citrus Sales Department at D'Arrigo Bros Co.

Reliable Capacity

Cold chain logistics requires costly specialized equipment to maintain temperature control. TA Services helps D'Arrigo optimize their supply chain to minimize costs while still meeting temperature control and time sensitivity requirements.

"From a carrier network standpoint, TA is large enough that we can rely on them to cover our loads, but not too big that a smaller market company like ourselves gets lost at the bottom."

- Sam D'Arrigo, Citrus Sales Department at D'Arrigo Bros Co.



The Relationship: A Great Family Reputation and a Trusted Partnership

“When you’re up against a deadline, you want to know that your products will make it to where they need to be on time. When it comes to that, TA is who we trust the most to get it done in the fashion that we want.”

- Sam D'Arrigo, Citrus Sales Department at D'Arrigo Bros Co.

TA Services prioritizes the timely deliveries, accurate temperature controls, and cost-effective solutions vital to D'Arrigo's business. Trust became the cornerstone of the relationship between D'Arrigo Bros Co. and TA Services. Over the years, the partnership has been fostered through unwavering dedication to the highest standards of service and reliability.

Proactive communication and commitment to transparency have cemented the trust between shipper and 3PL partner. "It's more than a trust in making sure the product gets loaded and delivered on time," says Sam, "it's the efficiency, the communication, and the integrity." The relationship with D'Arrigo Bros Co. is built on a shared understanding that TA isn't just shipping produce; we are upholding their reputation and family name.

Get In Touch with TA Services today to partner with a trusted 3PL provider.