

## How Coyote helped BikeFlights successfully move racetrack bikes during European championships .



**“I would recommend working with Coyote. The collaboration has delivered very positive things. We’ve been able to deliver a 100%.”**

William Alcorn, President at BikeFlights.

### QUICK SHIPPER FACTS:

- + International bicycle shipping service and a supplier of easy-to-pack bike shipping boxes
- + Low costs, excellent service, on-time delivery
- + Helped over one million cyclists ship their bikes, wheels and gear around the world
- + Taking care of fellow cyclists, giving back to the sport

### COYOTE SERVICES USED:

- + Dedicated FTL including ferry booking and customs handling (24/7 availability)

## Challenge

Time pressure and logistical challenges were hurdles that BikeFlights was expected to deal with, while moving the bikes of the best track cyclists in the world, during European Track Champions League races in 2022. Due to the Champions League’s back-to-back weekend events in different countries throughout Europe, bikes needed to be shipped within two days after each event and delivered on time and safely.

## Result

BikeFlights started to work with Coyote Logistics, who lived up to their 2-day guaranteed delivery request and shipped the bikes with a 100% success rate, for track cyclists to have their bikes on time for warm-up and training. By working with Coyote, BikeFlights was able to maintain the customer experience they always shoot for.

## Background: shipping bikes, with confidence

BikeFlights is an easy-to-use bicycle shipping service and a supplier of easy-to-pack bike shipping boxes. The support team takes care of essential and time-consuming tasks for individuals, events, online sellers and other cycling industry businesses. BikeFlights combines the best bike shipping expertise and carrier services into one smooth experience.

The company was born out of the need to start adventures and to go to places with a bike. BikeFlights wants to help people with that to make it as easy as possible to go ride their bike. With BikeFlights.com the company has created a bicycle shipping service for cyclists of all different types to ship their bikes to wherever they want to go.

BikeFlights is very committed to taking care of their customers. All members of the team are very passionate about cycling and relate to their customers as cyclists.

## How Coyote Logistics managed to deliver all bikes on time and safely

For the European Track Champions League races in 2022 BikeFlights moved the bikes of the best track cyclists in the world. The competition took place in four different European countries: Spain, Germany, France and the United Kingdom. It started in Mallorca in November 2022, while the final round took place in London in December. Stopovers were in Berlin and in Saint-Quentin-en-Yvelines, around 30 km from Paris.

BikeFlights has already worked with Coyote in the United States and chose the leading logistics service provider when looking for adding truck moves in Europe. The main challenge that Coyote faced on this project was the time pressure to get the bikes to each location on time, since the bikes needed to be availa-



ble for the competitions as well as for the respective trainings. Thus, a 100% success rate was absolutely required.

Coyote has proven to be a reliable partner who moved the bikes to all locations safely and on time. Despite the complexity of the project and the time pressure, it met all requirements to the full satisfaction of BikeFlights.

“The process has been fantastic. We’ve worked with Coyote on pretty much a daily basis in the lead up to the event. We mutually solved logistical problems and issues in order to set us up in the best possible way, to be ready to go and to get bikes to events on time,” says Sue George, Vice President at BikeFlights.

### **Dedication to customer service**

Because of Coyote’s strong commitment to customer service, the whole team worked very closely with BikeFlights. This included video calls whenever BikeFlights needed support with any of their questions and trying to be as responsive as possible.

“It’s been fantastic working with our contacts from Coyote at the highest level down to the drivers. Because of Coyote’s very good communication,

everyone has been available and responsive to help us deal with anything as it comes up,” says Sue George.

“Working with Coyote has allowed us to maintain the customer experience that we shoot for and that we pride ourselves on,” says William Alcorn.

### **Summary**

Despite the complexity of the task and the associated time pressure, Coyote lived up to their 2-day guaranteed delivery request and shipped the bikes with a 100% success rate, for track cyclists to have their bikes on time for warm-up and training. By collaborating with Coyote, BikeFlights not only found a solution for a quick and reliable delivery, but also a partner that does something BikeFlights doesn’t necessarily do: truck moves. Thus, Coyote was an important reason for the success of the entire event.

“I would recommend working with Coyote. They have the same commitment that we do. They’ve shown that they can deliver. There is really not delivering in these circumstances and so we’ve been able to provide the same level of service. At the end of the line our customer experience is really what we’re able to maintain by working with a partner like Coyote,” says William Alcorn, President at BikeFlights.

**Want to know how Coyote Logistics can help drive your business forward? Tell us a bit about your freight and contact us: <https://www.coyotelogistics.com/contact-us/>.**