

Build vs. Outsource Final-Mile Guide

The better question is not which model is universally cheaper. It is which operating model fits the business you are trying to build.

Public Commercial Resource | Version 1.0 | September 2026

If you build internally

Consider the full operating burden, not only the truck: vehicle acquisition, drivers, insurance, maintenance, fuel, dispatch, scheduling, routing, customer communication, delivery technology, exceptions, idle capacity, compliance, recruiting, training, and management attention.

If you outsource

Outsourcing can reduce the need to build the entire delivery operation internally, but it still requires clear service requirements, operating fit, commercial alignment, and accountability. Outsourced does not mean uncontrolled.

Questions worth asking

What delivery responsibilities truly need to remain inside your organization?

How predictable are your delivery volume, geography, service requirements, and customer expectations?

What does internal delivery consume in management time, administrative effort, capital, technology, and risk?

Would an outsourced operating relationship allow the core business to focus more attention on what it does best?

How SXP approaches the decision

SXP begins with the work, evaluates fit, defines the approved service plan, and then moves toward commercial review. Outsourcing is not automatically the right answer for every business.

SXP doesn't manufacture prices before understanding the work.

This resource is informational. It is not a quote, service acceptance, capacity commitment, contract, or pricing obligation. Specific service commitments are defined through approved scope and written commercial confirmation.