

# Transitex Solves China Connectivity Issues with Aryaka to **Save an Estimated 13,000 Euros Per Month** in Lost Productivity

Transitex is a global logistics provider headquartered in Lisbon, Portugal with offices in 23 countries across the world. Since its founding in 2002, the company has grown from Europe into Africa, Latin America, North America and Asia.

## The Challenge

Transitex frequently works with many exporters in China. For every export process, their Shanghai-based team opens a new order in LogiQstar, the company's ERP system located in a data center in Portugal, to be sent to one of Transitex's many destination offices across the globe. For each of these orders, the Shanghai team often needs to attach 20-30 pieces of critical documentation.

Because of the Great Firewall of China, however, Transitex's Shanghai team would often lose connectivity. During downtime, which totaled around 100 days per year, they wouldn't be able to access critical applications including their ERP system, Microsoft Exchange, Microsoft SharePoint and Microsoft Dynamics 365. This would hold up business to the tune of an estimated 13,000 Euros per month in lost productivity.

These connectivity issues were compounded by the challenge of having a lean IT team of three based in headquarters in a very different time zone.

## The Solution

After deploying Aryaka SmartSecure Remote Access through their key IT business partner Cloud365 (cloud365.pt), Transitex's China connectivity issues were resolved immediately. The Shanghai office now experiences 100% availability. No downtime means no missed revenue opportunities.

### Company Profile



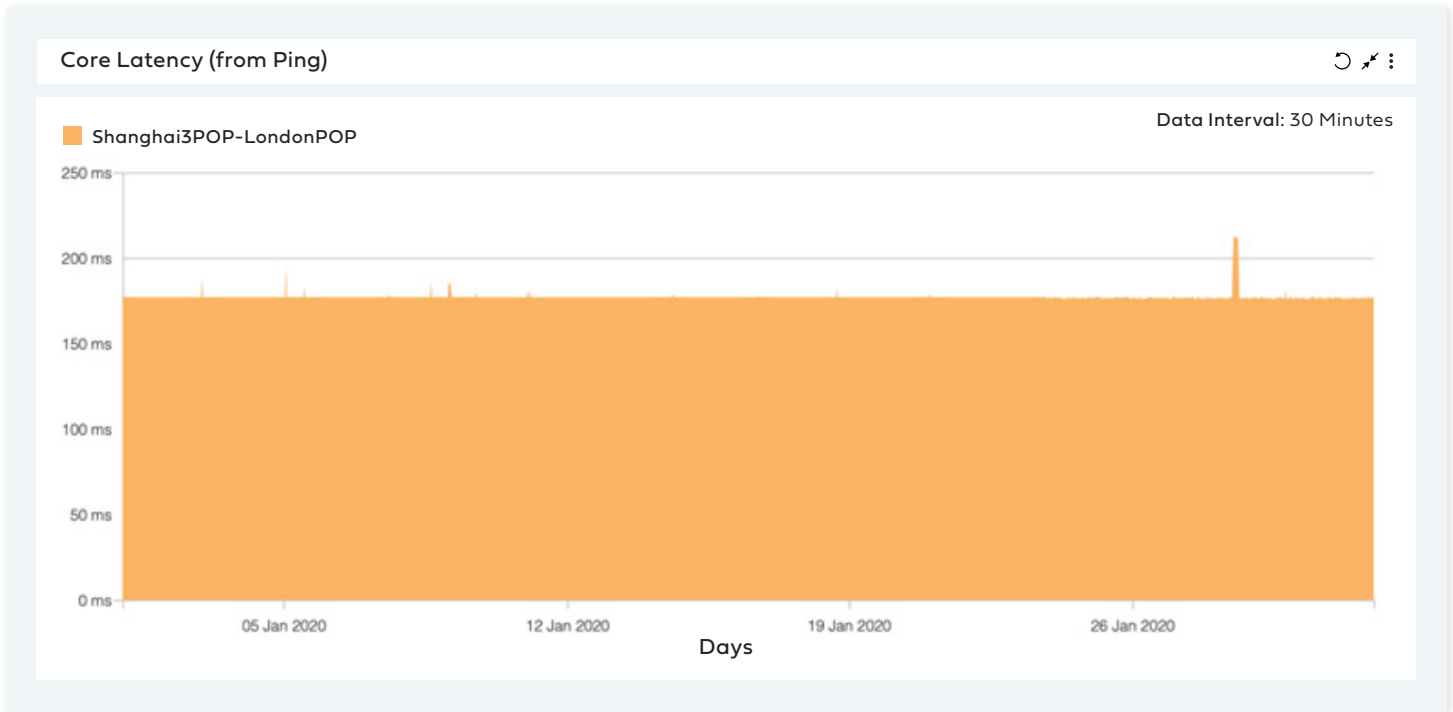
**Industry:**  
Freight and Logistics

**Company Size:**  
336 Employees

**Website:**  
transitex.com

“  
**On Aryaka's network, our colleagues in China now feel as if they're working in our headquarters in Portugal instead of 10,000+ kilometers away.**”

**- Miguel Palmela,**  
Head of Digital Transformation,  
Transitex



Additionally, Transitex’s IT team is able to leverage the 24/7 support team as part of Aryaka’s managed services to solve any potential challenges before they become networking issues.

“ After implementing Aryaka, we’ve had zero problems with our connection to China. The Aryaka solution provides us with a 24/7 connection. It’s been such an improvement! ”

- Miguel Palmela  
Head of Digital Transformation at Transitex

### Transitex Results with Aryaka



**100%** Availability



Estimated **156,000 Euros** annually in cost savings