



CASE STUDY

APC Asia Pacific Cargo adopts DYXnet's SD-WAN Solution to embrace cloud technology to cope with industry transformation and upgrade

Industry

Logistics

Customer needs

- Stable access to cloud for different business applications for the China team
- Smooth workflow between the headquarters and regional offices to reduce operational complexity
- A legal and experienced network service provider in China to ensure smooth operation in Hong Kong headquarters and branch offices in China
- Safeguard of sensitive data and information

Solution Adopted

DYXnet SD-WAN Solution

Core Benefits

- Stable network service and cost-effective one-stop network solutions for the teams in Hong Kong and Mainland China
- A firewall that guarantees network security and mitigates threats
- Solid IT on-site technical support service for both Hong Kong and Mainland China offices
- Quick and efficient network alarms in response to frequent power outage in Mainland offices

Customer Quote

"All our business applications are now on cloud server. DYXnet's SD-WAN solution helps us to improve the speed and stability of cloud server access among our teams in different regions. In view of demand of IT support and common power outage issue in China, their on-site support services with alert notification are crucial to us. We will definitely recommend DYXnet."

Regional IT Manager,
APC Asia Pacific Cargo (H.K.) Ltd.



About APC Asia Pacific Cargo

APC Asia Pacific Cargo (H.K.) Limited was founded in Hong Kong in 1980 and acquired by the global logistics company Nippon Express in 2012. Apart from its headquarters in Hong Kong, there are also APC offices in Mainland China, Taiwan, Thailand, Singapore, Sweden, Norway and Belgium.

Business Challenge

Real-time communication and smooth workflow between headquarters and regional offices is essential for the logistics industry. That is why APC requires a reliable IT infrastructure including cloud, network connection and security so as to ensure real-time communication and smooth workflow of logistics data including warehouse inventory level and product delivery status, etc.

APC had already migrated all business applications from on-premises environments to cloud servers. With the headquarters located in Hong Kong and branch offices in Mainland China and other locations, some teams encountered difficulties in accessing to the cloud which affects their business operations.

At the same time, APC has a number of branch offices in different regions including China, Taiwan, and Singapore; with limited in-house IT support, remote support is frequently required. Therefore, IT issues may not be resolved in time while hardware failure is another issue.

Tailor-made Comprehensive Planning

Logistics, like most other industries, involves transmission of sensitive information electronically which can simplify and speed up communication. However, it also makes sensitive information vulnerable to cyber threats, creating the need for reliable solutions to safeguard sensitive data and information.

Traditional WAN solutions are not suitable for APC due to traffic backhauling which leads to network delays and impairs application performance. In light of their circumstances, DYXnet has customized a SD-WAN solution for APC which not only simplifies WAN network management operations but also reduces costs, improves bandwidth efficiency, and seamlessly migrate to cloud to meet their business needs.

Also, in order to protect APC's internal systems against malware, DYXnet has provided them with a firewall system with password protection, identity authentication, and user control right setting to block malware from accessing their systems.

DYXnet's solution advantages – SD-WAN

- **Business continuity for cloud applications**
DYXnet's SD-WAN solution has become a key component for the business continuity of APC's cloud applications with the ease of management, security, and visibility. The solution can help clients easily configure their network, and can prioritize key tasks for configuration to ensure quality user experience.
- **Real-time and effective technical support service**
DYXnet provides first-class customer service to its clients, with its IT support team providing prompt follow-up action in case of network connection issues. Its effective network management allows real-time detection of network issues including location and other information details.
- **Cost-effective solutions**
DYXnet provides stable SD-WAN solutions and first-class customer service, which are budget-wise, thereby greatly reducing clients' operational costs.

Why DYXnet?

APC used to use an unqualified e-mail system in China, which eventually led to frequent service suspensions. Therefore, they have then started to pay special attention to legal compliance when selecting a network service provider. With extensive experience in China laws and regulations and industry expertise, as well as its real-time, on-site support, and network failure alert services, DYXnet can help improve the access speed and stability of cloud service for APC's regional office teams for corporate upgrade and transformation.

About DYXnet

DYXnet Group is one of the leading carrier-neutral enterprise network service providers in Greater China with over 20 years of experience. With 11 offices located in Hong Kong, Mainland China, Taiwan, Singapore and Vietnam, DYXnet houses a workforce of almost 500 office staff. The Group is a wholly-owned subsidiary of 21Vianet Group (NASDAQ: VNET), a leading carrier- and cloud-neutral Internet data center services provider in China.

Right from its establishment in 1999, DYXnet Group has been specialized in providing premier enterprise network solutions in Greater China. The Group delivers Multiprotocol Label Switching (MPLS), Software-Defined WAN (SD-WAN), Internet Access, Data Centre Services, and Network Security Solutions to over 1,700 enterprise clients via efficient provisioning capabilities in numerous cities throughout Greater China and the wider Asia-Pacific region. In response to the evolving needs of its ever-growing customer base, DYXnet enlarges its product portfolio to further deliver enterprise cloud and SaaS solutions.

With its outstanding performance in delivering secure, stable, and comprehensive network services, DYXnet Group is the first batch of ICT service providers in Greater China to obtain several ISO international certifications including ISO/IEC 27001:2013, ISO/IEC 20000-1:2018, and ISO 9001:2015 that reinforce the high standards of its information security, IT service management, and quality management, respectively.

For more information about DYXnet Group, please visit www.dyxnet.com.



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