



ATI Overhauls Its China Connectivity with No Capital Outlay

A Teridion Case Study

About ATI

ATI Industrial Automation is a world-leading developer of engineering-based robotic accessories and robot arm tooling. Their customers use robots to automate applications in a wide variety of industries, including automotive, aerospace, medical, and others, and their robot end-effector products are used globally in thousands of successful applications. Since 1989, ATI's team of mechanical, electrical, and software engineers has been developing cost-effective, state-of-the-art end-effector products and solutions that improve robotic productivity, including Automatic and Manual Tool Changers, Multi-Axis Force/Torque Sensing Systems, Utility Couplers, Material Removal Tools, Robotic Collision Sensors, and Compliance Devices.

ATI Fast Facts:

1. Customers include:



2. Facilities:

- North Carolina, US
- Langfang, China

3. Countries served:

US, Europe, China, Japan, and South America

The Challenge

Customized automation is a huge and complex investment. Often times, service and support are more important to customers than any other aspect of the product, so gaining and earning trust is a key priority for ATI. When the Chinese market, which is central to ATI's operations, began experiencing Internet performance issues between their US and China sites, ATI knew that finding a reliable connectivity solution was critical. Even though their connection was registered with the Ministry of Industry, ATI's China-based employees had severe disruptions when trying to access US-based applications.

The main problems were that the Remote Desktop was not maintaining connection and the Transmission Control Protocol's random ports were blocked for data transfer, causing reconfigurations on clients and servers.

Teridion's Solution

ATI used the Teridion China solution to deliver a fast, secure, and reliable site-to-site connection between Langfang, China, and Apex, North Carolina, where the company is headquartered.

Teridion's AI-powered WAN as a service features over 500 points of presence on 25 public cloud providers worldwide, guaranteeing full redundancy and high availability. Because Teridion works with any edge device, ATI didn't have to invest in any new or additional hardware, and their onboarding process was fast and simple.



Teridion has been a god send for our connectivity with China. We compared many other SD-WAN solutions and Teridion was able to do what other vendors offered with no proprietary equipment. They have gone above and beyond with their service and address any issues quickly. I do not hesitate recommending Teridion for any business that needs fast and reliable connectivity to China.

Information Engineer and Software Manager, ATI



Results

Teridion significantly improved throughput, voice and video performance, and reduced loss and delays.

Packet Loss: ATI spent 270X more time outside of the threshold without Teridion.

	Loss	Throughput	Multiple ISP Route	Delay
Baseline	11.2	5,841 kbps	1.97	127 ms
Teridion	0.0	26,325 kbps	4.21	142 ms
Delta	100% better	451% better	213% better	12% higher

ATI spent 23X more time outside of the threshold without Teridion.

	Loss threshold > .2	Throughput > 10 mbps	MOS threshold > 3.8	Delay threshold < 150
Baseline	Below threshold 19%	Above threshold 12%	Above threshold 22%	Below threshold 97.7%
Teridion	Below 99.8%	Above 100%	Above 100%	Below 99.9%
Delta	80% better	88% better	78% better	2.2% higher

About Teridion

Teridion sets a new standard for WAN connectivity through AI-powered route detection. Our Network as a Service uses a flexible, plug-and-play platform to deliver fast, reliable internet performance to any location and edge device. It's now easier than ever for enterprises to support digital transformation with global teams working together as though in the same room.

Resources

1. Teridion Whitepaper: [The Internet Backbone Problem](#)
2. Teridion Whitepaper: [Teridion For SaaS Technical Overview](#)

GET STARTED

Ready to connect enterprise sites at the highest performance?

Contact us for any further questions.

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