



# INTELSIUS – A2 CARGO

## **DELIVERING EXCELLENCE**



# THE PARTNERS

**In our latest case study, we speak to Darius Subotkevicius, Regional Director Baltics at AAA-A2 Cargo Group, about how utilising Intelsius packaging helped them achieve zero temperature excursions in 2022.**

## **A2 Cargo**

Established in 1994, A2 Cargo were among the first freight forwarders in Lithuania. From day one, we focused on air freight, mainly because nobody was serving this industry then; the economy was growing, and there was a need for air freight forwarders.

We started time and temperature-critical shipping for clinical trials and the pharmaceutical industry a bit later. This part of our business has been growing ever since, and today it is our main activity, not just in Lithuania but in the wider Baltic region.

Our company HQ is Vilnius, where it was founded, and we operate across all Baltic states, with five sites in total with 60+ employees. We have a few core groups of customers: manufacturers, wholesalers, central labs, clinical research and biotech. Of the top 10 pharmaceutical companies, eight are our direct or indirect customers.

We design supply chains for our customers, for specific products and based on specific requirements. Then our operational team execute the entire delivery – not only transportation, but customs clearance, proper storage, packaging, temp logging, and compliance, all handled under one roof. So, it's not just door-to-door logistics; it's a complex solution.



We design this together with the customer based on their specific needs. We check other industry practices, and together with their logistics managers, we find the optimal, most-effective solution for each customer.

## **Intelsius**

Intelsius have been designing and manufacturing intelligent sample transport and temperature-controlled packaging solutions for over 20 years. With both a significant range of off-the-shelf Category A and B compliant solutions and bespoke packaging solutions available, we ensure you can safely and compliantly ship your temperature-sensitive products and human samples anywhere in the world.

“Of the ten top pharmaceutical companies in the world, eight are our direct or indirect customers”

**Darius Subotkevicius  
Regional Director Baltics  
AAA-A2 Cargo Group**



# THE PROBLEM

## Meeting the Needs of a Growing Market

The safety and security of the patients is the primary goal of the entire supply chain. Keeping the right temperature makes sure that specific requirements are well maintained. This is why we need to use Intelsius packaging. If we fail in transit, the patient cannot use the product, or the tests cannot be performed.

We also have the operational compliance requirement: the shipment must be delivered within 48 hours and specific temp range. We were looking for a solution with a validation time longer than 48 hours. Intelsius offered us 96 hours – double our standard requirement. With your help, we have this extra insurance if something goes wrong in transit, so validation was essential.

The weight of the empty box was also important. There were some options with some other suppliers with much heavier gel packs, but air freight transportation could have been more efficient. In air freight, you pay per kilo, so ten additional kilograms means a waste of money.

We needed qualified shippers that meet all the GDP requirements that have testing reports from the manufacturer, so there were a lot of requirements that were challenging to find. Not all suppliers can ensure all these requirements are met.

There are rigorous requirements applied to TCP logistics. So, we started looking for a supplier that could secure temperature in transit, especially if the transportation requires several transportation means, securing temperature not only during transport but during loading and unloading and in terminals, airports etc.

To secure this task, we sought a passive packaging solution to keep the temperature within range. We researched three core factors: weight, validation and price. Through this research, this is how we got to know Intelsius. We contacted Renan and were sent some packaging; we tested it and provided feedback. We got very strong support from Intelsius, and after the final tests, we decided, together with our customers, that we would go with Intelsius, and you have been our main provider ever since.

We have used several packaging suppliers in the past, depending on the requirements of certain customers. But, as we've grown and received more specific requirements, we started to look for a solution that would suit the needs of the growing market.



# THE SOLUTION

## Going Above and Beyond

Our partnership with Intelsius began on April 23rd, 2019. Starting with our feedback, we had requirements to get instructions that your technical team would check and confirm, allowing us to configure ORCAs for -15 and -25 temp ranges in dry ice.

The standard instructions that we received, in the beginning, were based on preparation in the specific reefer equipment with -60, which we were not able to assure on our side, but after some conversation with you, we agreed that you would work out how to prepare the gel packs using dry ice. We had these instructions confirmed by the Intelsius technical team. After that, we did some of our own tests and shared the results with Intelsius, which you confirmed were good, and we moved forward with the project.

We use three sizes: small, medium, and large. We cover all temp ranges: 2-8, 15-25, -20, dry ice, and PathoPak and PathoShields for non-temperature controlled biological shipments. For dry ice, we use PharmaTherm, and we use ORCAs.

First of all, single-use shippers help us a lot, as we do not risk wastage of the packaging after delivery. We experienced a lot of packaging loss in the past when shipments were successfully delivered, but then the boxes would get damaged or wasted, which would cost us a few hundred Euros in losses.



“After switching to Intelsius, validation time is the same or better, and we don’t risk wastage, and they are lighter than the competition and easier to prepare. These are the main reasons we chose Intelsius.”

We have a controlled temperature room at every site we operate. Depending on the site, we store gel packs, 2 or 4 reefers, and fridges. So, we have configuration areas where we assemble ORCAs. From time to time, when we need the -20 solutions or when we arrange to configure ORCAs in dry ice.





# THE IMPACT

## Zero Temperature Excursions

The end users are always either patients or labs conducting trials. For us, the benefit or impact of our partnership is one of the most important reasons for delivering our quality targets. For our ISO requirements, we must measure the quality of products delivered.

Last year the total number of temperature-sensitive shipments we handled was 9,600+. We managed to keep quality targets of 99.8 percent. We had some delays, but we had zero temperature deviations. This proves that our setting of targets of 48 hours delivery and by being supported by Intelsius of giving us 96 hours really works. It's an amazing achievement; it's almost 100 percent. The main impact of switching to Intelsius is that we achieved almost 100 percent in quality targets. That is pretty cool!

All the other results are here: our customers are not delaying deliveries or not being threatened due to temp deviations, they do not face loss due to temp deviations, and final users like patients can get their medicines in time and in proper condition so they can use them. I don't want to say that our quality targets are the main impact, but for us as a freight forwarder, we're keeping all these targets achieved, plus we have this quality result that basically comes with your help and your solutions.

We had no claims or deviations on temperature last year. Any delays were caused by force majeure, which is unavoidable. Because Intelsius packaging gives us 96 hours of validation, we can spot and avoid deviations in time.

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# THE FUTURE

## The future of the Partnership

By the end of the year, we have done our research, and we talk to our customers because wherever they go, we will go with them. So I don't expect new requirements or new needs in the packaging in the future. Based on what we know, our customers expect impressive growth here in Lithuania and beyond, so we expect to increase the volume of solutions we need.

So, I wouldn't expect anything new, but there is always the factor of unexpected developments. But we expect growth, with almost double the volumes.



# LET'S COLLABORATE



Communication and flexibility are crucial when creating the perfect packaging solution; our sales experts can offer advice on the transportation of a wide variety of products, and our expert Technical Team will work with you to design the perfect solution for your sample transport or cold chain needs.

Visit [www.intelsius.com/contact-us](http://www.intelsius.com/contact-us) to get started.

**EUROPE:** DGP Intelsius Ltd  
1 Harrier Court, Airfield Business Park,  
Elvington, York, YO41 4EA,  
United Kingdom  
t: +44 (0) 1904 607 390  
f: +44 (0) 1904 607 391  
[cs@intelsius.com](mailto:cs@intelsius.com)

**INDIA:** DGP Intelsius Cold Chain Pvt. Ltd.  
Sun Srishti, C 10, Saki Vihar Road,  
Chandivali Powai. Mumbai - 400072  
Maharashtra - India  
+91 22 49746536

[compliance@intelsius.com](mailto:compliance@intelsius.com)

**GERMANY:** DGP Intelsius GmbH  
Eulerweg 11  
64291 Darmstadt  
Germany  
t: +49 6151 4936650  
f: +49 (0) 6151 4936651  
[info@intelsius.de](mailto:info@intelsius.de)

**AMERICAS:** DGP Intelsius LLC  
7696 Zionsville Road,  
Indianapolis, IN 46268,  
United States of America  
t: +1 317 452 4006  
f: +1 317 290 4621  
[americasorders@intelsius.com](mailto:americasorders@intelsius.com)

**ASIA:** DGP Intelsius Sdn Bhd  
Plot 11, Lorong Bemban 2, Estet  
Perindustrian Bemban, 31000  
Batu Gajah, Malaysia  
t: +605 3666 399  
f: +605 3669 399  
[compliance@intelsius.com](mailto:compliance@intelsius.com)

**IRELAND:** DGP Intelsius Ireland Ltd.  
Unit 8. Coolcaslagh Industrial Estate,  
Coolcaslagh, Killarney  
Co. Kerry, V93 K006, Ireland  
t: +353 (0) 26 45699  
[salesireland@intelsius.com](mailto:salesireland@intelsius.com)



A2 Cargo is a freight management company serving Central and Eastern Europe. We offer a range of cargo forwarding and contract logistics services for customers that require time sensitive, temperature controlled and GDP compliant solutions.

Let's get in touch:

+370 5 2151352  
[info@timecritical.lt](mailto:info@timecritical.lt)  
[a2cargo.com/lt/](http://a2cargo.com/lt/)

**A2 CARGO**  
Švitrigailos st. 11C  
LT-03228 Vilnius, Lithuania  
T: +370 5 215 1352  
F: +370 5 230 6505  
[info@timecritical.lt](mailto:info@timecritical.lt)