

## NEWCO. MINING GROUP

### CASE STUDY

The NewCo. Mining Group (NMG) experienced significant disruption due to its aging IT infrastructure. This was due to diminishing levels of performance in the RDS (Relational Database System) environment on their servers, as well as power issues over their network infrastructure due to the regular addition of new PoE (Power over Ethernet) devices. Additional issues included the approaching expiration of their server hardware warranty, fractured network infrastructure, and the site itself being over 2000km from the NewCo HQ. Players within the mining industry cannot afford substantial downtime or disruptions because it affects the bottom line. This means that a solution must be provided that seamlessly integrates into the company's operations.

The NewCo. Mining Group are underground mine equipment hire specialists. They supply underground mine products including underground loaders and trailers, personnel transporters, and their own product, the NewCo. Flapjack. Their parts warehouse provides onsite and underground diesel equipment service, non-destructive testing, paint services, maintenance, repairs and Ex-DES (Explosion-protected Diesel Engine Systems). The NewCo. Mining Group differentiated itself among its competitors by applying lean manufacturing principles to every aspect of their business. This allows them to run their business on a strict budget and with an agile approach.

Being a remote operation, this makes onsite troubleshooting costly and time consuming, as their servers do not allow for deep remote access. On top of this, the performance issues mentioned above spark further delays and inefficiencies. If the warranty on their servers expires they will have no manufacturer support. This may lead to more serious disruptions. The addition of new PoE devices also places additional stress on the network.

It may be possible to extend the warranty on the servers but they would still be using an aging server, with its preexisting RDS issues. Instead, NewCo. consulted with their NMG subsidiary to plan and execute a rebuilding of most of its IT infrastructure.

First, the critical servers were replaced. This brought the server portion of the system back under manufacturer warranty, extended the anticipated life span of the equipment and resolved the performance issues that afflicted the RDS environment. The new servers also have the capacity for remote support, configuration and troubleshooting at the bare-metal level, removing the necessity for on-site management.

Second, existing network switches and other equipment were replaced with enterprise-grade gear, which also provide native PoE support, allowing every network port to be patched-in and operational. The network cabinet was also replaced and rebuilt to accommodate the new equipment and to allow for vast improvements in future troubleshooting despite the lack of an onsite presence.

NMG required that an effective solution be implemented quickly and NewCo delivered. NewCo worked in collaboration with management and onsite staff to get the project done on time and under budget. The implementation was also carried out with future expansion in mind, a result of the knowledge, expertise, and vision of the good people at NewCo.