

Metorex Mining Group

Case Study

Overview of Metorex:

Metorex (Pty) Limited is an established mid-tier mining Group, uniquely positioned in the southern African base metals mining industry as a pure Copper and Cobalt investment. In November 2013 Jinchuan successfully incorporated Metorex into Jinchuan_Group International Resources Co Ltd, a Jinchuan subsidiary listed on the Hong Kong Stock Exchange.

The Jinchuan Group is a Chinese state-owned mining company based in the Gansu province of China.

Metorex's mining activities in the Democratic Republic of the Congo (DRC) and Zambia are supported by world-class standards, Information and Communication Technology (ICT) systems and infrastructure.

ICT services are managed and rendered to all the functional mining areas of operation across sub-Saharan Africa (SSA), centrally from South Africa.

Mining operations in the DRC include Ruashi, Kinsenda and Musonoi mines, as well as Chibuluma mine in Zambia. Various other projects and prospects are ongoing.

What technology challenge/problem did you have?

Metorex had very de-centralised and complex ICT infrastructure, which required a lot of Capex investment and maintenance.

This complexity also required a host of in-house ICT skills, a large overhead for staff/resources and a complex management structure, that included various SLA partners and service providers.

The operational mining environments were further incumbered by unreliable power and connectivity.

Why CipherWave?

With the advent of more reliable Internet services throughout sub-Saharan Africa in 2018, an opportunity arose to adjust and simplify our complex ICT infrastructure.

CipherWave's CLOUD Infrastructure-as-a-Service (IaaS) offering, together with its ISP and Connectivity network partners, made it a logical choice for Metorex to achieve the following:

- move all Metorex ICT services to a single and secure hosted platform, still vested in the sub-Saharan Africa base, as a single Active Directory domain.
- keep control over our private intellectual property systems, as part of a secure co-location platform.
- ability to scale our resource needs in terms of CPU, Memory and Storage to suit our requirements on the go, including Microsoft OS licensing.
- obtain a more reliable technology stack platform (Nutanix), but still have management control, which includes data retention and disaster recovery.
- Managed Costs and invaluable relationship.

What solution and service have you partnered with CipherWave on?

- Co-location
- vDC
- Dedicated Internet
- Last-mile Access

How has this impacted/improved your business?

Dramatically

- Cost model - ICT expenditure is now based on an Opex model vs. a previous Capex model.
- Cost reduction - We now rent modular and flexible ICT infrastructure, rather than complex and expensive procured/owned infrastructure.
- Uptime - We have not had any system platform downtime in the last 6 years, apart from electricity and internal system issues.
- Audit - As a subsidiary of a publicly listed entity, our audit reviews in term of IT controls and Business Continuity, are subjected to far less scrutiny.
(98% of all Metorex mission critical services are hosted with CipherWave)
- Internal Management – less ICT staff and expertise required.
- Service Management & SLA – CipherWave has an efficient Helpdesk and promotes excellent customer services through its Account Manager and Executive management support.

Recommend CipherWave 10/10

CipherWave will dramatically impact and improve your business.

Pieter le Roux – Head: Group IT

ABOUT CIPHERWAVE

CipherWave is an established South African, Tier1, Internet Services Provider(ISP). We are a Verified B-BBEE Level 1 contributor. Our strong partnerships allow us to provide best-in-class, global, enterprise-grade technology-combined with our expertise, we deliver tailor-made, scalable, CONNECTIVITY, VOICE, CLOUD and SECURITY solutions, to fuel your business ambition. Our differentiator is the quality of our service, driven by our relentless focus on customer experience. We Own and Manage our network, cloud and voice infrastructure, which enables us to provide fast, reliable and efficient service and support to our customers.