Case Study
CBTS delivers advanced SAP-certified infrastructure services to Canadian mining company

Client

Mining company

A Canadian mining company with operations in Europe, Asia, and South America relied heavily on the enterprise integration of its SAP application environment. The company felt that managing its own SAP data center infrastructure distracted its IT staff from mining the full potential of its SAP apps to further the company's overall business strategy.

Challenge	CBTS solutions	Results
• A Canadian mining company with 18 locations around the world needed enterprise software that provides a common working environment to meet the needs of a decentralized workforce. • Keeping its data centers running at full capacity was taking away from limited IT time and resources. • The company needed a partner with experience managing mission critical data center infrastructure. • The company needed a robust data backup solution.	• CBTS deployed an SAP managed cloud environment in its Toronto data center. • Data backups are securely transmitted to tiered storage in the cloud at the CBTS data center in Ottawa.	• Utilizing the CBTS data centers allows the company to have a handle on its capital expenditures. • The company's IT team can focus on initiatives that drive business. • CBTS experts are keeping the company's data and systems secure and always available.

Challenge

Four key issues informed the company's drive to revamp its IT operations:

- **Global and decentralized workforce:** The company has 18 offices and 7,000 employees scattered around the globe. Their structure requires enterprise software that provides a common working environment that meets the needs of a dispersed, decentralized workforce.

- **"Fighting fires" in the data center:** Keeping data center technologies running at full capacity required constant attention from the mining company's IT professionals. Time lost to data center management could not be devoted to improving business outcomes.

- **SAP-certified infrastructure:** SAP, the global business technology giant, provides a rich suite of applications that make large companies more efficient and profitable. The mining company needed a partner with significant experience with mission critical data center infrastructure services.

- **Specialized demands:** Each mine production site has unique requirements because of local geology, regulations, and economic resources. SAP apps must be carefully calibrated to meet users' precise needs.

- **Data volume:** The enterprise needed a robust data backup solution to support the large volume of critical information that the company's large, worldwide workforce generates.

Solution

The Canadian mining company decided it could not meet its rising IT needs if it had to keep devoting time, money, and headcount to managing a data center. CBTS came through with a fully managed solution that met the company's global requirements.

The CBTS managed services solution provided three crucial services:

High-availability data center: CBTS deployed an SAP managed cloud environment in its Toronto data center. The SAP environment meets SSAE16 SOC 2 Type 2 audit requirements.

Backup and data recovery services: Policy-driven data backups are securely transmitted to tiered storage in the cloud at the CBTS data center in Ottawa. Automation from powerful Commvault software enables storage and recovery.

Security: With a CBTS leading managed services experience and SAP-certified infrastructure, the mining company can rest assured that the data and systems that keep its business moving forward will always be available and secure.

Results

The mining company has a results driven relationship with CBTS, whose SAP certifications and advanced technology acumen have produced a robust computing environment that elevates the company's capabilities around the globe.

Working hand-in-hand with CBTS, the mining company "right-sized" its SAP managed cloud environment, freeing up resources and allowing additional countries to be implemented within a similar footprint—producing significant cost efficiencies. And the hand-off to the CBTS high-availability data center gives the company a firm handle on capital expenditures.

"In today's market, all organizations want an enterprise-class level of service regardless of their size. They want the best-in-class applications at the lowest possible cost. But your operations infrastructure must be carefully engineered and aligned with your business requirements to strike that balance. With CBTS setting up and managing our SAP infrastructure data center environment, we have a flexible, responsive, and robust solution that addresses our needs for worldwide performance, security, and high availability." (Mining company's Global Manager, Information Technology).