

Case Study

Securely Connecting Remote Operations

Customer: OK Tedi Mining

Industry: Mining

Services: Network transformation

Challenges:

- ▶ Implement remote working facilities in a low bandwidth environment
- ▶ Ensure reliability of mission critical data
- ▶ Deliver the outcomes during a Global Pandemic

Outcome:

- ▶ A seamless transition to remote working
- ▶ Expanded network throughput over satellite connection
- ▶ Ensured ongoing productivity of a global workforce



The challenge

OK Tedi Mining Limited operates one of the most remote mines in Oceania - located deep in the mountains of Papua New Guinea.

With almost 5,000 staff working to provide minerals for essential services around the world, Ok Tedi is a critical component of the global supply chain.

When the COVID-19 pandemic struck, Ok Tedi needed to double the number of staff working remotely within weeks — whilst ensuring mission-critical data was reliably transmitted from the remote site to a distributed international workforce.

Furthermore, the mine was constrained to a low throughput 03b satellite uplink, posing a barrier to reliable network performance.

Ok Tedi chose CyberCX to put in place a solution that would ensure connectivity, connect their workforce securely, and maintain business continuity. This was no small challenge.

The solution

CyberCX selected Oracle SD-WAN and MicroSoft as the most effective technology solution for the connectivity challenge.

A key feature in the decision was the ability to translate TCP WAN traffic to connectionless UDP sessions before uplink — allowing drastically expanded network throughput, despite the limited satellite uplink capability.

We worked closely with both Ok Tedi and Oracle throughout the process, and:

- ▶ **Maintained uninterrupted operations** - specialists from across our teams worked quickly to create a secure, resilient design, deploying risk mitigation mechanisms at every stage to ensure continuity
- ▶ **Implemented a flexible SD-WAN** - to connect the geographically distributed organisation over an intelligent wide area network
- ▶ **Moved existing Office 365 applications to the cloud** - enabling the surge in remote working with high-performance, cost-effective cloud infrastructure
- ▶ **Introduced resilient network optimization** - bringing in continuous application performance measurement and automatic re-routing of congested traffic

The outcome

Ok Tedi Mining is now able to unlock new opportunities at remote mining sites with a strengthened, resilient network.

The key benefits achieved were:

- ▶ **A seamless transition to remote working** - maintaining productivity across the organisation
- ▶ **Drastically expanded network throughput** - over an existing satellite connection
- ▶ **Improved systems performance-intelligently** - optimised connectivity between the remote site and an international workforce



“The OK Tedi (OTML) project presented unique low bandwidth constraints, and required a rapid mobilisation to deliver a transformed network, which provided a huge amount of benefit to the client in a difficult location. This was especially beneficial to the mining operations during a global pandemic”

Mike Hawley – Executive Director, Security Integration and Engineering CyberCX

About CyberCX

CyberCX is Australia’s leading independent cyber security services company. Unifying the most trusted cyber security brands and the experts who built them.

CyberCX delivers end-to-end cyber security services and Australia’s best cyber security talent with the most comprehensive range of cyber security services to business, enterprise and government.

Contact us to find out how CyberCX can boost the cyber security skills of your entire organisation.