Company
Minopex – Managed by Shape Technology Management

Country
South Africa

Industry
Mining

Solution
Systems Management

"If you're supporting a large company with a widely distributed network of users, there's nothing better than Solutions. They feature everything - from antivirus to systems management - all from a simple web-based console, accessible from anywhere."

Phillip Abrie
ICT Manager, Shape Technology Management

Situation

A world leading exponent in outsourced operation and maintenance of minerals and metals processing plants, Minopex boasts a workforce of more than 2 000 employees working in a number of different locations. It has operations in South Africa, Lesotho, Botswana, Mozambique and Tanzania and, together with its sister company, DRA (Pty) Ltd, offers clients a "one stop shop" for processing requirements.

The widely distributed network of employees working with a wide variety of devices presented Shape Technology Management with a number of unique business challenges.

Challenges

Prior to the installation of the Systems Management solution, all software, hardware and site audits were manually managed by Shape Technology Management on behalf of Minopex. Audits were time-consuming, taking 4 to 5 months to complete, as well as laborious; Phillip Abrie, Shape's ICT manager, had to collect information from each machine (more than 500 in total as well as 150 laptop users) in a variety of different locations. This incurred additional travelling expenses and cost employees in terms of "downtime". In addition, a number of inexpensive management applications had resulted in fragmentation of data, which in turn had created inefficiencies within the system. Maintenance of the system was time-consuming and inefficient.

Solution

As a long-standing Panda Security partner, Shape Technology Management once again turned to Panda for a solution.

"Systems Management provides a valuable addition to the security solutions, with the same style of intuitive interface," asserts Abrie. Accessible through the Partner Center, a one-stop console enabling management and security of each client's IT infrastructure, it offered Shape Technology the ideal tool for managing its customer.

With Systems Management, Shape is able to perform audits, make diagnoses and resolve incidents wherever they are and whenever they occur and in a non-intrusive manner thus permitting Minopex to focus on its specific business.

Evaluation

Shape Technology Management is delighted with its choice of Systems Management.

"Thanks to the installation of Systems Management, maintenance of the system is now minimal," says Abrie. Systems Management offered Abrie the ideal solution for his client. " Systems Management is everything we wanted and needed, with one of the real attractions being that we're able to customise as we go."

Systems Management offers users an easy and affordable way to centrally manage, monitor and support all of an organisation's devices from a single console. The evolution of Remote Management and Monitoring (RMM) solutions towards centralised and unified platforms has created a simpler, more efficient way to manage devices. The integration of advanced tools (such as monitoring, scripts and patch management, etc) has resulted in a higher quality of service.

Systems Management is one of a comprehensive set of cloud based solutions embracing endpoint protection, email security and systems management; integrated within a service provider console – Partner Center.

Benefits

The main advantages of Systems Management for Shape Technology Management and Minopex are:

- **Centralised Monitoring:** Thanks to Panda's Cloud Partner Center, Shape is able to manage Minopex's IT resources proactively from a single web-based console, reducing costs and improving efficiencies.

- **Ease of Management:** Management is simple and 100% cloud-hosted so no additional on-site infrastructure is required. Automation of tasks eases IT load.

- **Remote Control:** Systems Management's (Systems Management) ability to manage a large number of devices remotely all from a single console, obviates the need to deal with individual workstations.

- **Affordability:** Systems Management is an easy-to-use, affordable tool. Software is constantly updated and extended and the communication agent is extremely light.

- **Inventory:** Systems Management allows users to what they have at a glance.

- **Reporting:** Work can be evaluated regularly. It's possible to show who did what, with which device, and for how long, etc.

Customer's profile

Minopex is the world's leading exponent in outsourced operation and maintenance of minerals and metals processing plants.

Boasting a workforce of more than 2 000, it has operations in South Africa, Lesotho, Botswana, Mozambique and Tanzania. Its sister company, DRA (Pty) Ltd, is a leading mine engineering and consulting group and a synergistic relationship between the two companies offers clients a "one stop shop" for processing requirements.

Execution of a project from its inception, through feasibility studies, design, engineering, construction and finally to operations is a seamless transition with DRA and Minopex offering value all along the supply chain.