

Sibanye-Stillwater Mining



Customer

- Sibanye Gold and Platinum Mines, South Africa Industry
- Precious metal mining

Challenge

- Serve different sites with different requirements, below and above ground
- Integrate new sites within existing infrastructure and maintain number plan
- Replace obsolete Alcatel PBX
- High cost of Cisco CM helpdesk abroad
- Stringent safety measures
- Ensure high (24/7) availability
- Address high telco cost due to BT leased lines and routers

Solution

- NEC UNIVERGE 3C
- Special temporary 3C OPEX services from NEC and Gijima
- NEC MP124 & MP1288 Gateways
- NEC e-SBC BX9000

Result

- Business Continuity (24/7 Availability and Redundancy)
- State-of-the-art functionality
- Flexibility, security and continuity
- Huge savings: about 70% reduction of monthly call costs

www.sibanyestillwater.com

“We were very pleased with NEC’s UNIVERGE 3C solution as it provided Sibanye with versatility and flexibility towards both the legacy sites and our new way of working, both for underground and aboveground operations. On top of that I really appreciated the extra developments done by NEC and the special support provided by Gijima in the interim phase. The large savings and the renumbering via SIP trunks completed the picture.”

PJ Jansen van Rensburg, ICT Manager - Networks and Engineering Systems, Sibanye-Stillwater

Challenges

After Sibanye Gold had purchased certain Anglo Platinum mine shafts at Hexriver Rustenburg, a study was done with respect to their existing telephone infrastructure. A few concerns were identified with the previous Cisco infrastructure at Anglo Platinum. The fact that the helpdesk for the telephony was outsourced abroad was a concern, as well as the related support cost. Very high costs were also being spent on both the Telkom leased lines and call costs between the offices and the mine shafts. On one of the other Sibanye sites an Alcatel PBX broke down, while at nearly the same time users needed to move to Hexriver Rustenburg.

NEC’s business partner in Southern Africa, Gijima, was invited to advise Sibanye to address these issues. As a temporary solution, Gijima offered Sibanye to try out UNIVERGE 3C as an OPEX service. This also helped for the interim to keep part of the routing and number plan intact. The Sibanye Head Office in Roodepoort started operations a few months later.

Gijima and Vodacom were shortlisted to replace the communications for the mine shafts at Hexriver/Rustenburg. Based on a combination of features, the related cost as well as the level of support demonstrated by Gijima’s team, the tender was decided in favour of NEC’s UNIVERGE 3C solution combined with the NEC gateways.

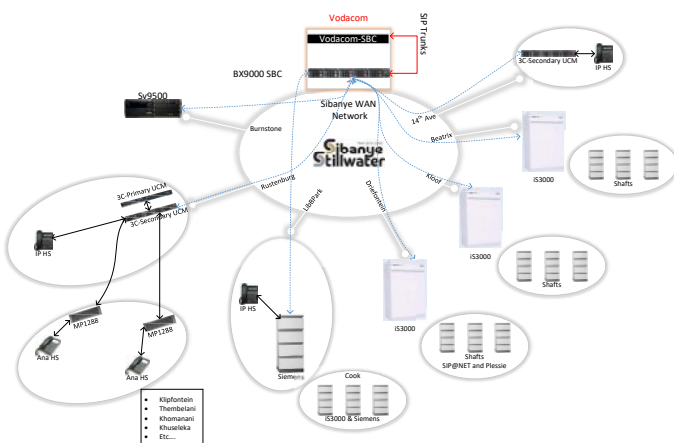
Solution

The old Cisco CM users were registered on 3C and the Cisco phones were swapped for NEC IP devices. Also the Alcatel users were moved from their previous site in Kroon onto the 3C platform in Rustenburg, re-using their existing Polycom phones. On top of that the 3C solution was networked very easily to an existing UNIVERGE SV9500 at Burnstone mine site and to some of the other sites still with legacy systems.

The analogue phones in the multiple mine shafts – that needed to stay TDM due to safety regulations - were connected to the 3C primary server at the offices using the MP1288 and MP124 gateways. A secondary server provided redundancy and survivability without the need for special failover licenses (as this is standard included in 3C). Only a few months after the installation at Hexriver Rustenburg the new Sibanye Head Office at 14th Avenue Roodepoort was also added to the 3C network by means of another secondary 3C server – adding also geographical redundancy but with local break-out and survivability to the voice network.

The two 3C locations and the rest of the network were connected to Vodacom via SIP trunking, thus cancelling the need for leased lines and high call costs between Sibanye branches. The BX9000 Session Border Controller (SBC) provided the necessary security installed at the centralized data centre.

Results



NEC's UNIVERGE 3C solution provided Sibanye-Stillwater with high availability and geographical redundancy due to the distribution between the primary and secondary servers at the Hexriver Rustenburg sites and another secondary server at Roodepoort head offices. The replacement of the leased lines and primary trunk lines, enables Sibanye to save about 70% of their previous monthly call costs. The use of NEC MP gateways at the mine shafts prevented having to buy new telephony devices, whilst they are still part of the 3C network – thus saving call costs by not having to put in separate nodes or PBXs.

During the implementation process Sibanye was highly impressed by Gijima's very highly skilled and flexible technical team, as well as the flexibility of NEC's global development team – especially with developing a shortened 3C PIN code (GPID) for Sibanye users. All this made Sibanye feel heard and respected.

For future steps Sibanye intends to migrate other sites and/or devices to IP in a phased approach. Another new and exciting development is the PoC and deployment of OVOC - One Voice Operations Centre. This new NEC solutions suite will be able to monitor the IP devices and gateways in the voice network and at the same time monitor the Voice Quality. As an all-in-one application, it promises to improve system availability with accurate troubleshooting and root cause analysis.

Profile

Sibanye-Stillwater is an independent, global, precious metals mining company and produces a unique mix of metals that includes gold and PGMs.

Globally, Sibanye-Stillwater, is the third largest producer of platinum and palladium, and features among the world's top gold producing companies.

Domiciled in South Africa, Sibanye-Stillwater owns and operates a portfolio of high-quality operations and projects, which are located and managed in two regions: the Southern Africa (SA) region and the United States (US) region.

Sibanye-Stillwater has its primary listing on the JSE, South Africa, where it is included in the FTSE/JSE Responsible Investment Index. The company is also listed on the NYSE, with its shares quoted as American Depositary Receipts (ADRs).

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