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

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