

# COAL MINING

## CASE STUDY

A leading Australian coal mining company operating mines in New South Wales, Queensland and Western Australia, this customer has over 4,000 employees and several thousand end-user devices and servers.

**nst**  
IT SOLUTIONS



## Improving our operations by providing us with a dedicated Service Desk

### Business Challenges & Solutions

In 2013 NST was approached to build a scalable active directory architecture (due to acquisitions), a robust email/collaboration suite, and a fresh SOE. The internal staff were simply too pre-occupied with BAU and did not have the extensive skillset to deliver such a large set of work. This work was duly delivered on time and in budget.

Subsequent to this several ongoing projects were delivered and in 2016 NST was requested to assist with the delivery of Level 1-1.5 Service Desk for all staff in the company. This was duly established, and operations commenced in June. Up until this point these services were delivered internally, but issues around speediness, focus and cost were emerging. Once again, the internal staff were absorbed with day-to-day operations and simply did not have the bandwidth to do this necessary service any justice. Users were starting to grumble.

The desk that NST setup was built around the unique requirements of this mining business. It was built with a dedicated team, each of them inducted into the company, providing 24x7x365 support. Strict SLAs were agreed to and have always been achieved.

The result today after more than 6 years, is that this Desk is firmly embedded into the company's IT culture. The Desk team are an extension of the internal IT team, and the benefits to the company are significant:

- 1) *Responsiveness and happy users*
- 2) *Reduced headcount in the IT team saving money*
- 3) *ITIL adoption across the IT spectrum reducing effort*
- 4) *Reduction in disruption due to continual business process improvement*

In addition to this, several other IT processes have been passed over to NST:

- 1) *Patch Management – Improved Security, Uptime, and Compliance*
- 2) *Dedicated onsite support (replacing FTEs)*
- 3) *2nd and 3rd Level support engagement*

***“NST is constantly engaged in minor project work and in many cases, leading the delivery, which has enabled us to concentrate on our core business.”***

CEO, Coal Mining Company