

Newmont Mining Corporation Strikes Gold with SolarWinds Orion

Newmont Mining Corporation is primarily a gold producer, with significant assets or operations in the United States, Australia, Peru, Indonesia, Ghana, Canada, New Zealand and Mexico. Founded in 1921 and publicly traded since 1925, Newmont is one of the world's largest gold producers and is the only gold company included in the S&P 500 Index and Fortune 500. Headquartered near Denver, Colorado, the company has over 35,000 employees and contractors worldwide.

CLIENT STATISTICS

5,000+ employees

Distributed branch locations

Manage 1,500 devices

70% reduction in
helpdesk tickets

Network Management Challenge

Over the past 10 years, Newmont's Asia Pacific region, including Indonesia, Australia and New Zealand, has grown to become the company's largest asset.

With such accelerated growth, the region has seen tremendous opportunity and challenges, from the discovery of additional ore reserves to ensuring the responsible management of local environments to maintaining a critical business uptime across its distributed network locations.

In Indonesia alone, the company supports over 5,000 Newmont employees and contractors, two branch locations in Sumbawa and Jakarta, and more than 1,500 devices, applications and servers combined.

As the Asia Pacific region grew, so did its network complexity. The company needed a robust, yet easy to use, multi-vendor solution that covered network monitoring, troubleshooting and reporting.

SolarWinds Orion Saves Asia Pacific Region Costly Time and Resources

Newmont discovered SolarWinds through a competitive IT management solution search online. After downloading and trialing SolarWinds' fully-functional product evaluations available on its website, the IT team selected Orion Network Performance Monitor (NPM), Orion Application Performance Monitor (APM) and Engineer's Toolset based on the products' easy-to-use, easy-to-customize, real-time monitoring capabilities.

"SolarWinds met all our business needs," said Samuel Tirayoh, IT Manager — PT. Newmont Nusa Tenggara, Sumbawa — Indonesia. "In addition to being user-friendly, it was important for our team to adopt a solution that could monitor the status of all our vendor devices, routers and switches. With our previous solutions, we were limited to monitoring support on a small range of products."

"We have resolved high bandwidth utilization issues and are now able to track and locate devices across locations, saving us time solving problems and money replacing broken devices," said Tirayoh. "Our IT team is proud to be using SolarWinds' products, and our management is pleased with its performance."

SolarWinds' flagship Orion family of IT management solutions offers IT professionals a comprehensive and easy-to-understand view of their network and applications' performance from a single pane of glass. Designed with feedback from SolarWinds' user-community of 55,000+ IT managers, Orion Network Performance Monitor (NPM) is designed to manage the rapid changes in dynamic IT environments and allow IT professionals to simply, and visually, manage networks of all sizes.

With Orion NPM as the foundation, IT professionals can add additional Orion modules as needed to build an IT management system that fits most enterprises' evolving needs — from configuration, to application performance, to network performance and traffic analysis. Users can view the real-time statistics and availability of their IT environment from any Web browser, providing a convenient way for administrators to stay in tune with their networks at any time, from anywhere.

Since implementing SolarWinds Orion NPM and APM, Newmont reduced its IT helpdesk tickets by 70 percent and addressed its top concerns.

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"Simply put, SolarWinds knows what the customer needs."



Orion NPM monitors the status of all Newmont's vendor devices, routers and switches, giving the company broader visibility than previously achieved with other solutions.

IT Management Inspired by You.

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to more than 97,000 customers worldwide — from Fortune 500 enterprises to small businesses. We work to put our users first and remove the obstacles that have become "status quo" in traditional enterprise software. SolarWinds products are downloadable, easy to use and maintain, and provide the power, scale, and flexibility needed to address users' management priorities. Our online user community, thwack, is a gathering-place where tens of thousands of IT pros solve problems, share technology, and participate in product development for all of SolarWinds' products.

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