MIMECAST CASE STUDY - SOUTH DEEP GOLD MINE

## ABOUT SOUTH DEEP GOLD MINE

South Deep Gold Mine (South Deep) is the subject of a joint venture between Placer Dome South Africa (Pty) Limited and Western Areas Limited. Placer Dome is the world’s fifth largest gold mining company and one of North America’s premier gold equity investments. The company is based in Vancouver and operates internationally, employing 12,000 people at 15 mines in six countries on five continents. The PDWA JV was established on 1 April 1999, when Placer Dome South Africa (Pty) Limited acquired a 50% participation interest in South Deep for a cash consideration of $248 million. In 2005, the mine produced 461,119 ounces of gold. The gold production is shared in equal proportions during the year. South Deep, which is situated in the Magisterial Districts of Westonaria and Vanderbijlpark (Gauteng Province), some 45km southwest of Johannesburg, is exploiting auriferous reefs of the Witwatersrand Supergroup. The extent of the South Deep Mining Authorisation is 3,563 hectares.

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### South Deep’s wish list

Email is the main form of communication at South Deep and therefore forms a critical part of everyday operations. Most of the company’s internal instructions, operational reports and procurement orders are sent via email. South Deep’s Management also uses email extensively to communicate with various key partners.

Email was therefore considered a critical asset to the mine, literally “worth its weight in gold”. The company was required to implement the necessary safeguards to ensure email security and continuity. Apart from the normal power and equipment failures that most companies face, South Deep also had several malicious email attacks in the past and the existing virus filtering software was unable to block all viruses from entering the system. This reduced their bandwidth for legitimate business use.

The IT department as a result spent up to an hour per day resolving spam and virus related queries. Addition time was spent restoring the system to its original state following any unexpected email system shutdowns. South Deep currently uses Exchange Server 2003 to manage everyday email and McAfee Anti-Virus for virus protection. Emails received from the ISP were filtered onsite for viruses before distributing the emails to the company.

South Deep’s ISP provided them with an acceptable level of service. However they did not have access to critical information relating to bandwidth usage and system performance. Support calls to such queries were responded to very slowly, hindering them from making quick informed decisions. The company was tasked to comply with the retention of emails as determined by the South African ECT Act. Further investigation into the act increased their email archiving requirement to encompass additional security and disaster recovery functionality.

### Why South Deep Chose Mimecast

South Deep was introduced to Mimecast through a trusted colleague whilst investigating compliancy issues relating to the ECT Act. During their investigations several areas were highlighted as solutions to problems the company was experiencing within their email environment. What stood out the most was Mimecast’s security and archiving capabilities and how simple the solution was to manage from a single platform. It was during the 30 day pilot that Mimecast demonstrated how easily they could ensure email compliancy to the ECT Act and reduce South Deep’s risk associated with content filtering and quarantining of email.

### Spam and Virus Protection

Spam and virus related threats were a threat to South Deep’s email communication system. Apart from the security risks introduced by thousands of daily malicious emails, precious company resources, including bandwidth and IT support time were being wasted. Mimecast provided a robust multi-layered set of techniques to protect against computer viruses, spyware, worms and trojans. The Mimecast solution significantly reduced their email traffic by stopping spam and viruses from entering their systems. This alone has reduced the strain on their bandwidth and South Deep immediately saw the benefits once they were routing inbound mail. Mimecast provided South Deep with its innovative ARMmed SMTP software – an anti-spam technology that is not dependent on content examination and provides a powerful and effective zero admin and zero false positives.

### Email Attachment Management

Another potential bandwidth culprit in any company environment are email attachments. Mimecast offered a simple yet powerful solution to South Deep for large attachments by removing them from emails prior to delivery and substituting the attachment with an encrypted hyperlink, enabling the recipient to download the attachment directly themselves.
Reporting and monitoring

With email being such a critical part of the daily operations, South Deep required a 24/7 system performance monitoring tool. The top email user lists provided by the Mimecast system quickly highlighted any potential email abusers in the company. The reporting functionality also provided valuable information relating to both incoming and outgoing email communication with suppliers and customers. This also reduced the time spent communicating with their Internet service provider.

Email Continuity

Mimecast provide a disaster recovery solution by archiving email in an active online store. This archive provided all the relevant forensic and auditable information required to be legally compliant. South Deep also had tremendous flexibility to personalize the retention period for each email account. Should the company email systems unexpectedly shut down, any company email user could still remotely retrieve email via the Mimecast console without losing any production time. Once their email systems were up and running again Mimecast simply sends undelivered email back to the users. A great business continuity solution without any intervention. An added bonus to South Deep was that no-one outside the company was any wiser to the fact that the email servers were even down!

Compliance

Mimecast provided the tools to easily and effectively comply with all relevant local industry and best practice requirements for email retention and management. This has streamlined compliance with the requirements laid out by the ECT Act.

Return On Investment (ROI)

The Mimecast system showed tangible benefits within the first month of being implemented at South Deep. The main savings were realized by a reduction in email support. After implementing Mimecast South Deep IT staff could focus on more important tasks such as operational projects. Additionally, the company did not have to increase their internet bandwidth thanks to the reduction in unsolicited spam and virus mail.

The Mimecast Solution

Mimecast implemented an offsite, service based solution at South Deep with access to the Smart Perimeter module. South Deep's Mimecast account was set up within an hour and the company was routing mail inbound and outbound within seven days.