



CASE STUDY - MINING

REGIS RESOURCES

Regis hits pay dirt with Comscentre

Background

Regis Resources is an Australian minerals explorer with gold and nickel landholdings in the eastern goldfields of Western Australia. Formerly known as Johnson's Well Mining, the company engages in the exploration and development of mineral properties. Regis Resources is ASX listed and based in Melbourne, Australia.

Solution

When Regis Resources first partnered with Comscentre it was a start-up mining company, requiring VoIP (Voice over Internet Protocol) voice and data links between its Melbourne and Perth sites.

Ben Shiple - Managing Director - Comscentre

They had no infrastructure but had discovered some exciting deposits. Five years on, their mining operations are now up and running.

The voice and data system needed to be cost-effective, reliable and flexible enough to cater for future business growth. Comscentre deployed Cisco's Call Manager Express, installing all initial infrastructure across both sites.

Ben Shiple - Managing Director - Comscentre

The Cisco system gave Regis Resources the ability for a receptionist in Melbourne to answer Perth phone calls. Melbourne staff could also ring Perth for the price of a local call, which was unique at the time. This meant they could effectively run a single national team during that all-important start-up phase even though they were thousands of kilometres apart.

The decreased travel costs were a huge reduction for a start-up business. It also increased the productivity of Melbourne-based staff by providing unlimited talk time to the Perth office.

Results

Janet Cohen - Finance & Administration - Regis Resources

It has pretty much been a hassle free solution, enabling cost-effective communication between Victoria and Western Australia which is business critical. The Cisco system facilitates good communication between the two locations and decreases the 'silo' syndrome. At no cost to pick up the phone and ring a colleague in Perth we do so more often than we otherwise might - and that means people are working more as a team.

It also helps business relationships and efficiencies with Regis Resources service providers interstate. What would otherwise be STD calls now go through the VOIP router and are the cost of a local call. Regis Resources has reportedly received problem-solving support from Comscentre's helpdesk within 'good timescales'.

Janet Cohen - Finance & Administration - Regis Resources

Our IT support providers work with Comscentre and so when there are issues we have very little 'blame game' and mostly smart solutions. Mind you, the system has been reliable and stable from day one, so we have not had a huge requirement for ongoing support.

Regis Resources is still considering communications solutions for development of a mine site, currently in feasibility study - it could be the next growth opportunity for the Regis-Comscentre relationship.

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