

## A GOLD STANDARD IN SOLVING TECHNOLOGY CHALLENGES FOR BARRICK.

Barrick Gold Corporation is a \$9.7 Bn global mining company for gold and copper, across 16 operating sites in 13 countries.

### Challenges

Barrick's workplaces are mostly located in remote areas where access to appropriately skilled IT staff is a challenge. This and their legacy IT systems posed multi-fold challenges:

*Shortage of tech employees, as mining technologies are a niche work area, and the Company didn't have access to an appropriate talent pool.*

*The Company relied on multiple vendors to support different legacy technologies, thus hindering collaboration.*

*A lack of trained manpower led to an inability to support 24X7 requests.*

*Inability to respond in quick time through enterprise-level monitoring.*

*Too many change orders in new projects led to the Company grappling to make significant changes in current projects.*

*Inability to optimally manage the new technologies and locations brought into the Company via acquisitions and mergers.*

### How the Vigilant partnership proved to be a game-changer for Barrick

*Vigilant provided the knowledge that Barrick needed to support and sustain its complex IT environment. We provided them with the ability to quickly adapt to new technology requirements and projects. Barrick now has the critical back-up of a fully experienced staff that provides 24/7/365 support to local data centres across the company's global locations.*



**Modular technology / sustainable solutions**



**Faster tech transformation**



**24/7/365 available talent**

**CASE STUDY**

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## How Vigilant's solution was a game changer for Barrick's operational challenges.

### Business Impact of Challenges

In the long term, Barrick's operational challenges had an adverse effect on the company's functioning and efficiency:

*Barrick was unable to introduce compliance, modernization, or best practices in its workplaces, and only managed to keep the 'lights on'.*

*Security threats were compromised due to a lack of ownership.*

*They were unable to provide the 24/7 global support that the organization needed to function seamlessly.*

**To overcome these challenges, Barrick was seeking a technology-enabled transformation and a professional team to manage, secure, and modernize its work environment.**

### Solution

Vigilant Technologies laid out a detailed work plan – to be implemented over two years – that would resolve Barrick's operational challenges in the following areas:

- *Create cost efficiencies.*
- *Optimize resources.*
- *Build security and best practices.*
- *Provide greater control over service levels, performance, and maintenance.*
- *Build a predictable, recurring monthly cost model.*

For Managed Services solutions, Vigilant provided both onsite and remote engineering staff, who managed a complex mix of:

- *Server Hardware Support*
- *Cloud Support*
- *OS Support*
- *Storage Services Backup & Recovery*
- *Upgrades & Modernizations*
- *24/7/365 Monitoring & NOC*



### Outcomes

*Vigilant Technologies deputed an IT team that was available 24/7 to help Barrick manage its complex and diverse environments. The team ironed out challenges on various fronts:*

*It secured the environment, provided guidance on modernization, and performed project-based work when needed.*

*All work was done on-budget and delivered on-time.*

*Barrick outsourced its IT infrastructure support to Vigilant, leading to massive cost efficiencies.*

*Vigilant streamlined all technology-related issues for its client within three months.*

### About Barrick

With gold and copper mining operations and projects in 13 countries, spanning North and South America, Africa, and Saudi Arabia, Barrick is the second-largest mining company in the world. Its diversified portfolio spans many of the world's prolific gold districts and is focused on high-margin, long-life assets. Barrick's mission is to be the world's most valued gold mining business, by finding, developing, and owning the best assets.

### About Vigilant Technologies

Vigilant Technologies is a global technology consulting and digital transformation company that delivers premium advisory, professional, and managed services to enterprises. It also helps companies leverage cloud, automation, analytics, and other technologies to transform their business – providing services for all major clouds (Azure, GCP, AWS, and OCI). We also support a wide range of enterprise Oracle and Microsoft needs, as well as artificial intelligence and robotic process automation.