

## Case Study

# CAPSTONE MINING GETS CONNECTED WITH MICROSOFT LYNC

### OVERVIEW

**Country:** Canada

**Industry:** Mining

### Customer Profile

Capstone Mining Corp. is a copper mining company head officed in Vancouver, British Columbia.

### Business Situation

To reduce communications costs, increase employee collaboration, and improve overall productivity.

### Solution

Capstone implemented Microsoft Lync 2010 Server, as well as a Dialogic 2000 IP gateway for full voice and teleconferencing.

### Benefits

Reduced costs  
Simplified communications  
Improved efficiency  
Easier collaboration  
Less travel time

**“Microsoft Lync 2010 has created more flexibility for our employees to connect and communicate”**

Paulo Coan  
Information Systems Manager  
Capstone Mining Corp.

Capstone Mining Corp. is a Canadian mining company, located in Vancouver, British Columbia, with mining operations throughout North and South America. Capstone's principal business is in the production of copper from its two producing copper mines: the copper-silver-zinc-lead mine in Mexico, and the copper-gold-silver mine in the Yukon.

As part of its strategy, Capstone Mining has been focused on expansion in all facets of the business – in current mining territories, developing new mines, through mergers and acquisitions, and efficient and effective mining. With this expansion-based mentality, the company has grown to roughly 1000 employees and will be opening a new office in Chile in the near future.

In order to keep everyone connected while still remaining profitable, Capstone recognized their heavy reliance on technology and communication – email, conference calls, telephones, cell phones, traveling to mining sites and other business meetings - was hurting their bottom line. Communication wasn't streamlined and required third party vendors, and collaboration was slow and expensive due to the extensive travel required.

Looking for better ways to communicate to improve end-user efficiency, team productivity and collaboration in decision making and client interaction, Capstone began looking for solutions, says Paulo Coan, Information Systems Manager at Capstone.

“Since our PBX system was nearing end-of-life, we were looking into various technologies that might be appropriate for our organization going forward. We knew of the potential benefits of a Unified Communications solution and when Buchanan Technologies presented Lync Server 2010 to us, we wanted to know more.”

### Presence

Capstone employees are aware of what co-workers are clients are up to within seconds, allowing them to prioritize their work schedules accordingly.

### IM

The geology team at Capstone uses IM almost exclusively, solving problems faster due to the simplified collaboration.

## BUCHANAN SOLUTIONS

Working with Microsoft Gold Certified partner, Buchanan Technologies, Capstone Mining has been able to streamline their communications platform with the design and deployment of a Microsoft Lync 2010 Server.

In order to provide a seamless transition for telephony, Buchanan placed a Dialogic 2000 IP gateway between legacy PBX (Private Branch Exchange) and PSTN (Public Switched Telephone Network). This feature allowed employees to utilize the teleconferencing features, allowing Capstone the option to eliminate the need for third party conferencing.

As Paulo Coan summarized: "after careful consideration, we decided to partner with Buchanan as its team of experts developed a communications solution that has enabled us to reduce our hardware and administrative costs, increase application reliability, provide enhanced system functionality and improve overall end-user experience."

**"The Microsoft Lync solution that Buchanan recommended and deployed has dramatically facilitated communications within our organization, especially with our remote user community. We now have the ability to communicate with one another no matter where we might be located, which has greatly enhanced our ability to work collaboratively and get more done faster. Moreover, the Buchanan solution has helped reduce our overall communication costs—another key benefit."**

Calvin Parker-Toulson  
IT Administrator  
Capstone Mining Corp.

**By switching to Microsoft Lync, Capstone Mining Corp. was able to do the following:**

**Removed**  
third party  
conference costs

**Limited**  
long distance  
calls

**Minimized**  
travel costs and  
expenses

**Decreased**  
time spent  
travelling

### Voice & Conferencing

Capstone has eliminated their legacy PBX, switching entirely to Microsoft Lync. They have cut third-party teleconferencing by XX%, and with Lync's multiple conference features, employees are able to utilize voice, video, IM, whiteboards, or share screens and presentations all at once, resulting in efficient conferencing.

### REAP THE LYNC REWARDS...

Instead of implementing specific features of Lync, Capstone made a complete transition to use all of the platform's facets. Capstone went from being restricted to email and phone to having the flexibility to use a number of communication methods, including Instant Messaging, Presence (a social media-type status update system on people in your network), email, audio conferencing, video conferencing, calendaring, and telephony; all through one simple deployment of Microsoft Lync.

Capstone is now able to easily connect and collaborate with co-workers at all times, no matter where they are. The whiteboard options and file sharing have made collaborating easy to do, improving productivity and project efficiency. Capstone employees are more efficient, while the administrator role has become simpler to manage with improved productivity.

### ...AND SAVE

Capstone was able to eliminate the need for PBX phones in their Vancouver office entirely, making a complete transition to Lync. Initially, Capstone planned to keep PBX as part of a one year transition phase, but the Lync launch was so successful that, as Paulo Coan pointed out, "within a few months of seeing the reliability and benefits of the Buchanan solution, we were able to retire our PBX system and switch our telephony entirely to Lync."

A majority of conference calling has transitioned to Lync, with a savings of 80%. Coinciding with this savings, Capstone has seen a drastic savings on long-distance calling. Once Capstone is able to entirely transition to Lync, the savings will surely increase once again.

Travel costs and travel time used to be regular issues at Capstone, but Microsoft Lync's comprehensive conferencing features have allowed Capstone employees to travel less frequently, saving time and money, while increasing productivity and worker efficiency.

## WHAT DOES THE FUTURE HOLD?

Capstone's Vancouver office, as mentioned, is in the process of completely eliminating third-party teleconferencing services, which will result in further assimilation and comfortability to Lync's services. The Vancouver office is also currently piloting Lync on their mobile devices, testing iPhones and iPads with employees who travel heavily.

Capstone's Mexico office is currently transitioning from the use of analog lines to Lync only, which is expected to occur within the next year, by 2013.

Capstone's Yukon locations are also making the switch to Lync, transitioning from their current Cisco software to better align with head office for improved redundancy.

Capstone will also be opening a Chile office in the near future, which will implement Lync right from the ground up.

## THE BENEFITS OF LYNC

Capstone Mining has transformed from be your typical mid-sized company with standard methods of communication, to becoming a leading-edge unified communications corporation with improved collaboration, increased productivity, and a connected team from top to bottom.

The easy-to-use features of Microsoft Lync have had a significant impact on Capstone employees productivity and efficiency, providing fitting options for each communication need. And with Buchanan's high level of IT support, Capstone has been able to operate without worry. Unified Communication indeed.

## ABOUT BUCHANAN TECHNOLOGIES

Buchanan is an international IT professional service, consulting and outsourcing organization, committed to delivering cutting-edge solutions and creating "insanely satisfied" clients. To deliver on this promise, Buchanan employs the best and brightest in the technology field, backs them with proven processes, and maintains an overall focus on the business relationship it has with its clients. It's the perfect combination of "People, Process and Technology."

As an employee-owned, privately-held technology services corporation, Buchanan has been supporting companies since 1988. With its Canadian Headquarters in located Mississauga, Ontario and more than 450 consultants and engineers in North America and Europe, Buchanan has a diverse and experienced consulting force to support all of its clients' information technology needs.

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