



CERYX

Where Your E-mail Belongs.

AEM

"Ceryx has allowed us to concentrate on what we do best: mining."

—Lino Cafazzo, IT Director, Agnico-Eagle



A 24-Carat Partnership: Ceryx and Agnico-Eagle

The precious-metals market is always changing, and Agnico-Eagle Mines Limited is growing fast to meet those changes. And as Agnico-Eagle expands around the world, Ceryx is there to make sure its messaging capabilities grow with it.

The Challenge

Agnico-Eagle is a fast-growing mining company focused on gold. With producing properties in Canada, the U.S., Mexico and Finland, Traded on both the TSE and the NYSE (Symbol: AEM), the Toronto-based company is well poised to meet the increasingly high demands of a booming gold market.

But that growth needs a communications and messaging infrastructure that can scale with it. And, as Agnico-Eagle expands its operations into ever-more remote regions of the globe, the challenges of building a stable and secure messaging platform become ever more important — and complicated.

Out of the box, Microsoft Exchange meets the basic needs: calendaring, global address lists, collaboration capabilities and mailbox management. But with operations from above the Arctic Circle in Finland — and in Canada's northernmost territory, Nunavut — to the mountains of central Mexico, an out-of-the-box solution clearly isn't going to cut it. "We knew we wanted to use Microsoft Exchange, but the costs of adapting it to our needs — across multiple time zones, geographies and cultures — made installing and maintaining the software and technology a tremendous, time-consuming expense with little or no return on investment," says Lino Cafazzo, Agnico-Eagle's Director of Information Technology. "We needed to find a partner who could understand our needs, and adapt with them as they grow."



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Microsoft
GOLD CERTIFIED
Partner

Members of the Microsoft Gold Certified
Partner Excellence Program

BlackBerry
Alliance Member

Enter Ceryx. The hosted-messaging company that *tailors* an Exchange solution exclusively for each of its clients' *unique* needs. Offering the only 100-per-cent SLA in the business, Ceryx provides a set of tools that gives its clients the best of both worlds: a cost-saving, outsourced hosted solution that allows IT departments to avoid the time and expense of maintenance, upgrades, and security patches, but at the same time allowing a level of control equivalent to an on-premise solution — freeing up IT staff to concentrate on supporting the core business goals of their company. "We have 17 years in the business," explains Gus Harsfai, Ceryx's Chief Executive Officer. "Nobody can match our dedicated customer service. Through a combination of our proprietary browser control panel, and dedicated support group, there is no concern over a loss of messaging management. If there's an issue, a client simply picks up the phone, and there's someone immediately at hand who knows that company's needs — twenty-four hours a day, seven days a week."

The Response

Agnico-Eagle is an eight-billion-dollar corporation. It needed to ensure that mission-critical messaging was always available, secure, and able to meet the demands of its remote branch operations. That meant not simply tailoring one product for Agnico-Eagle; it meant tailoring individual solutions for its projects in Kittila, Finland, Pinos Altos, Mexico, and LaRonde, Quebec — to name a few. "We needed the administrators in each region to be able to manage their own users, distribution lists and resources," explains Cafazzo. "We wanted each mining location to run under its own account, even though they all operate under the same domain name."

Agnico-Eagle needed its messaging solution to be integrated with its fax system. It needed secure site-to-site VPN tunnels. It needed mobility support for both BlackBerry and ActiveSync platforms, and real-time monitoring tools. Perhaps most uniquely, for both security and productivity reasons, some of the mining locations could only be allowed to message internally, with no e-mail communication beyond the site. "That was something we'd never done before," says Harsfai. "But we were able to offer a solution that satisfied Agnico-Eagle's needs, and maintain the level of stability and ease of use they required."



For more information about Ceryx and its products, e-mail sales@ceryx.com, visit www.ceryx.com or contact a sales representative by calling toll free: 1-800-663-6245 ext.513.

For more information about Agnico-Eagle Mines Limited, visit www.agnico-eagle.com, send an e-mail to info@agnico-eagle.com or call, toll free, 1-888-822-6714.

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Moreover, as Agnico-Eagle expands in this red-hot market, mergers are being completed, and exploration properties are becoming operating mines. It needed the ability to add entire organizations and messaging users in a single day. Ceryx was ready. Its hosted platform was available immediately, and, with real-time replication across two geographically separate datacenters, had the robustness and security to scale alongside Agnico-Eagle's growing business demands. In less than 30 days, Ceryx was able to migrate Agnico-Eagle's users from its existing POP3 service to a customized hosted platform. Ceryx provided on-site experts to provide training to make the entire process painless — and virtually invisible to the users. And it was all done on budget, and at a fraction of the cost of an on-premise solution. "Electronic messaging has come to be the primary means of intra-corporate communication," Harsfai says. "More and more, mid-market companies are seeing the value in letting a host provider manage that complexity, so it doesn't become a distraction from their core business."

The Win

Agnico-Eagle's relationship with Ceryx didn't end with the migration of its messaging platform; a dedicated Ceryx technical manager maintains an active relationship with Cafazzo and his department. They advise on everything from the purchase of security hardware to sourcing of local networking consultants.

"I don't have to worry about anything," says Cafazzo. "Ceryx not only keeps the system running, it keeps it up to date with the latest hardware, software, security and spam protection. We don't even notice the upgrades until they're in place," he adds. "And the cost is affordable, and, more important, predictable," he adds.

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