



**First Quantum Minerals finds a perfect solution in [Site24x7](#)**

# The Customer.

First Quantum Minerals Ltd. is a rapidly growing, tier two mining and metals company, operating seven mines and developing five projects worldwide. It currently produces copper, nickel, gold, zinc, and platinum group elements.

The company has a strong workforce of around 13,000 with operations in various mines with projects in Zambia, Panama, and Peru that, when complete, will increase its annual copper production capacity to more than 1.3 million tons per year.



## Business Requirement.

James Foucar, service desk analyst, was tasked with making sure all the ITSM servers at First Quantum Minerals were performing optimally. This task was further challenging due to the limited visibility they had into their ITSM tool server. Foucar was looking for a simple solution that gave a holistic monitoring experience and wanted detailed reporting that did not just pinpoint downtime, but also unveiled its causes.

## Why Site24x7?

Foucar had not tried any other monitoring solution prior to Site24x7, which has been the primary tool to assist him in monitoring his ITSM around the clock.

Site24x7 gives Foucar the ability to drill down and see the state of the ITSM server, without actually having to log in to the server remotely. The instant alerting feature makes sure the team at First Quantum Minerals is updated in the event of downtime, with detailed root cause analysis reports that help it ascertain what actually went wrong.

## Site24x7 in action.

Site24x7 is predominately used to notify the service delivery manager in the event of server downtime. Additionally, the service desk analyst uses Site24x7 to closely monitor critical server performance metrics such as disk space and performance.

Foucar feels the support system at Site24x7 is its most important feature, especially as there are sudden instances where remote assistance would be required. In such cases, he feels that the support responses have always been prompt in answering all his queries in time, which is critical for his role at the company.

Each time a server goes into an unhealthy state, Foucar and his team are in a better position to monitor and manage the downtime, before end users are affected. This is achieved with the instant downtime alerting they receive from Site24x7, along with the root cause analysis report, which reveals the actual reason behind the incident.

## Site24x7 benefits at a glance.



Proactive monitoring.



Instant alerting



Root cause analysis



Better end-user experience



"Site24x7 allows us to monitor our ITSM servers across the globe, without having to remote onto the servers to check their health. This is saving us time and money in our small group IT team."

- James Foucar, service desk analyst, First Quantum Minerals.

## About Site24x7

Site24x7 offers unified cloud monitoring for DevOps and IT operations. Monitor the experience of real users accessing websites and applications from desktop and mobile devices. In-depth monitoring capabilities enable DevOps teams to monitor and troubleshoot applications, servers and network infrastructure including private and public clouds. End user experience monitoring is done from 50+ locations across the world and various wireless carriers.

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