



UNEARTHING BURIED TREASURE

IQ TECHNOLOGY SOLUTIONS HELPS TAHOE RESOURCES SPAN THE CONTINENT

How do you deliver IT services in Canada, Nevada, and Guatemala, all at the same time, and without a life of long-distance travel? That was the challenge Tahoe Resources faced as it developed a plan to integrate its far-reaching operations.

Tahoe Resources is a Vancouver, BC based TSX-listed (THO) company led by experienced mining professionals and focused on becoming a leading producer of precious metals. Headquartered in Reno, Nevada, the company's flagship Escobal project is located in southeastern Guatemala. The mineral resource estimate for the Escobal deposit is 245.2 million ounces of silver classified as Indicated Resources and 71.7 million ounces of silver classified as Inferred Resources, with gold, lead and zinc reported in both resource categories.

BUSINESS SITUATION

To bring the minerals to market, the company first had to build out an information technology system that would enable managers in the United States to monitor and direct operations half a continent away. As Tahoe's IT manager and leader of a two-person operation, Mathew Woodring knew he had to provide effective management resources, but also knew he could not be shuttling between Nevada and Guatemala to support technology.

So Matt sought support from IQ Technology Solutions. As an HP Gold Partner, a Microsoft Gold partner, and a high-level partner with Symantec, Cisco, Citrix and many other technology leaders, IQ Technology Solutions is well known throughout the American west for helping organizations to better leverage their information technology and human resources to achieve new levels of productivity, communication, security and profitability.

THE SOLUTION

IQ Technology Solutions responded with a proposal for a virtualized server environment, based in Reno, to support the Guatemalan operations. Although virtualization is an increasingly common practice in many industries, it was still new to the mining business, so Matt's first task was to educate his company to the benefits of a virtualized infrastructure. IQ Technology Solutions was able to help by demonstrating the value of HP's Converged Infrastructure architecture, which helps businesses realign their server infrastructure from "silos of computing" with each application or business system running on a dedicated, and often underutilized set of hardware resources to adaptive pools of server assets that can be shared by any application.

CUSTOMER:

Tahoe Resources

WEBSITE:

www.tahoeresourcesinc.com

LOCATIONS:

Reno, NV, U.S.A.

Guatemala City, Guatemala

San Rafael, Guatemala

Vancouver, BC, Canada

INDUSTRY:

Precious Metals, Mining

IMPLEMENTATION:

Virtualized server environment utilizing HP's Converged Infrastructure architecture

THE PARTNERSHIP

Matt says IQ has been an exceptional partner for Tahoe Resources. "IQ performs, they live up to their promises and they never over promise," he said. "They have a good process that allows the customer to understand the work being done and ensure that the customer is satisfied."

He is also pleased with IQ's ability to specify components that meet his needs and provide the best pricing for rightsizing products. The combination of pricing, performance, and customer satisfaction has helped Matt demonstrate the wisdom of his virtualization strategy, and mine praise from Tahoe's management team.

ABOUT IQ TECHNOLOGY SOLUTIONS

IQ Technology Solutions, an IQ Systems, Inc. company, works with businesses and organizations to increase productivity and profitability through intelligent application and management of information technology solutions. With proven customer success and over 18 years of trusted advisor partnerships with businesses in Northern Nevada, IQ has consistently achieved high-level recognition and awards from leading technology companies and business organizations. Our team of over 30 experienced consultants, engineers and support staff use practice management expertise to deliver consultative solutions and cost effective IT management to business and technology challenges.

HP's Converged Infrastructure can be used to:

- Deliver any application, anywhere, on the fly
- Reduce the number of physical servers to buy, support and operate
- Increase information sharing across organizational and geographic boundaries
- Provide predictable continuity of service without staff in – or travel to the project site

Matt sketched out a solution featuring HP servers and Cisco networking technology, which IQ Technology Solutions fleshed out and implemented in Reno. Because the virtualized solution meant that only a small amount of hardware was necessary at Tahoe's facilities in Guatemala and Nevada, Matt was able to arrange installations there using local IT resources. The solution included:

- High-performance HP servers running VMware ESXi 4.0 virtualization software, connected to an HP storage area network (SAN) solution
- An additional, virtualized HP server supporting nine virtual machines, providing services including Microsoft Exchange, BlackBerry Enterprise Server (BES), File/Print Services, SQL Server for Dynamics SL, and remote access to applications through Citrix XenApp
- Uninterrupted power supplies and power distribution units for energy redundancy, environmental monitoring and alerting, and safe shutdown of servers for additional protection in the event of an extended power outage
- Networking, cabling, and cable management and integration with existing telco equipment

THE BENEFITS

Pursuing a virtualized infrastructure approach has produced the results that Matt hoped to achieve. Management has been delighted with their ability to access core applications, including accounting information, from anywhere the need arises. In addition, the centralization of services in the Reno headquarters has helped maximize system availability and minimize maintenance costs. Just as importantly, Matt doesn't have to make frequent trips to Guatemala. And although Matt knows he can call on the service team at IQ Technology Solutions whenever he needs assistance, there have been no critical issues to date.

To learn how IQ Technology Solutions can help your company master critical IT challenges, visit www.IQisIT.com or call **775.352.2301** today!

