

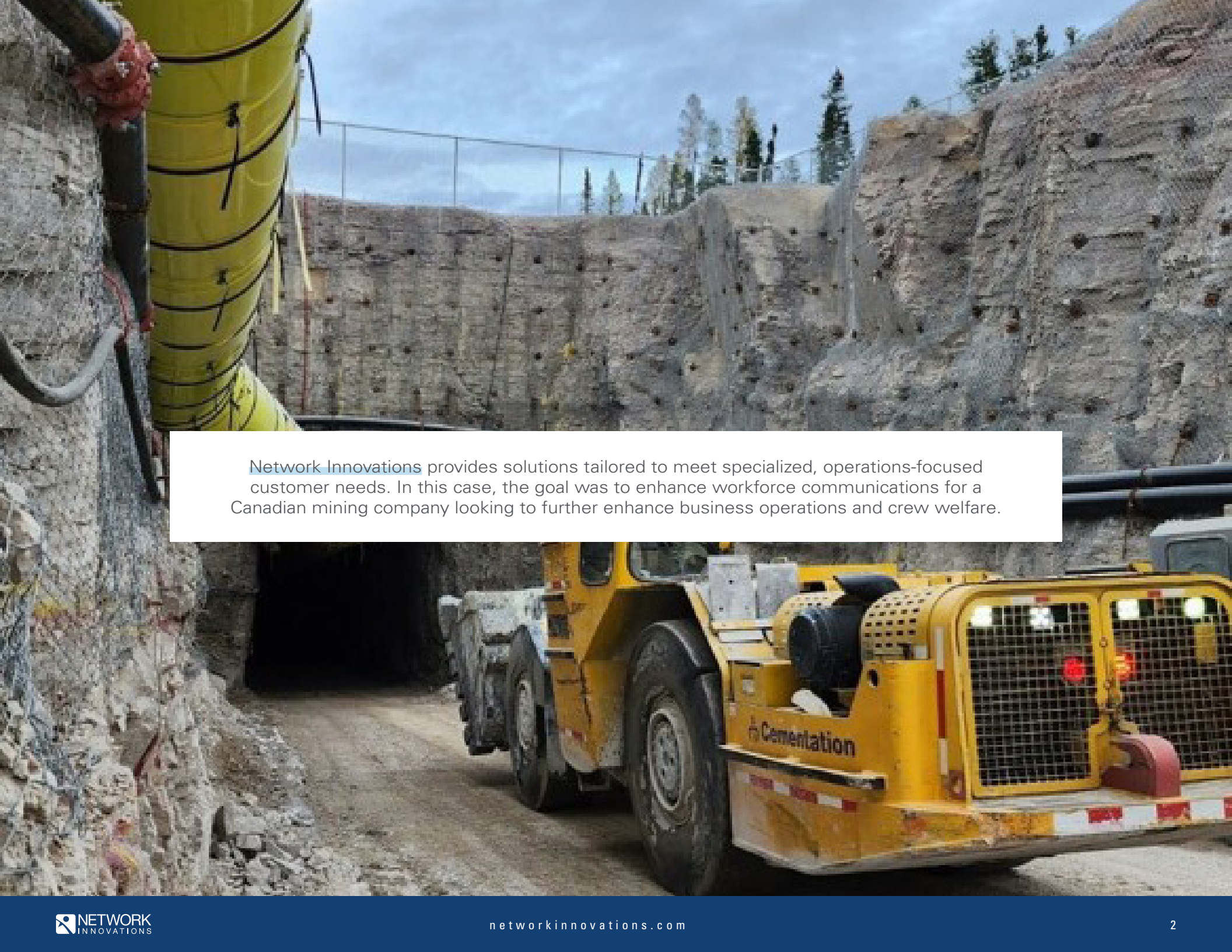


## CASE STUDY

# STARLINK OVERCOMES BANDWIDTH BARRIERS FOR UNDERGROUND CANADIAN MINING



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[Network Innovations](#) provides solutions tailored to meet specialized, operations-focused customer needs. In this case, the goal was to enhance workforce communications for a Canadian mining company looking to further enhance business operations and crew welfare.

# THE CHALLENGE

For underground mining specialists, a reliable data connection is essential for relaying information between office locations, around the camp, and during emergencies. Having no signal is simply not an option.

A Canada-based mining company, carrying out mineral exploration and development, required a robust communication network to ensure operational continuity and crew welfare from remote locations. Their crews work diligently to maintain a safety-first work environment and prepare for potential issues. This encompasses both emergency preparedness and response plans which require a robust approach to ensuring communication at any moment.

Following bandwidth restrictions with their VSAT solution, they identified the need for an upgraded, fixed-site solution. Serving a camp of 600 personnel, this new solution needed to provide wireless, resilient connectivity to support critical operations.

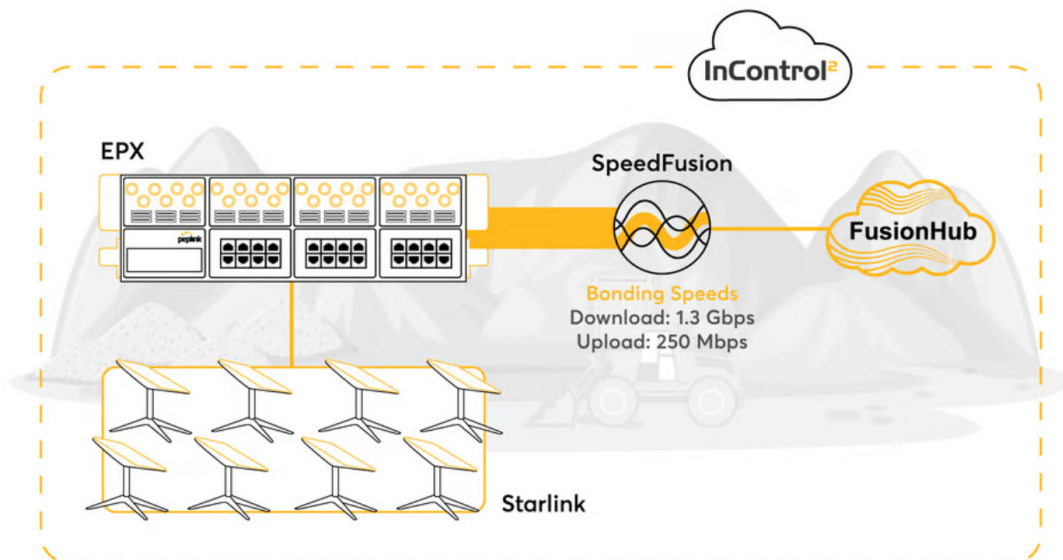


# THE SOLUTION

Now approaching the production phase of mining operations, the company sought unified support for each stage of system design, implementation, and maintenance – turning to Network Innovations.

A total of 16 fixed Starlink units were installed to create the foundation of the business office network, core operations network, security, and emergency operations. Peplink routers, which are designed to manage various types of connectivity, now function as mobile communication hubs in the on-site office, providing expanded coverage to connect personnel.

Together, these technologies ensure higher uptime, reduced latency, and improved redundancy. Engineers and site managers can now conduct real-time video calls, access reports, and coordinate with headquarters without connection drops.



“Beyond their everyday communication needs, the crew required a mobile solution to support their emergency response plan. To meet this requirement, our team deployed a Flat High-Performance Starlink on their primary on-site ambulance, ensuring a reliable connection while in transit. This solution enabled seamless communication between the mine site and the closest city, enhancing safety.” **Christian Ricketts, Sales Executive at Network Innovations**



# THE IMPACT

This solution addresses the company's need for robust connectivity, enabling clearer, real-time communications. The impact in a nutshell?

- **Reduced Costs:** Peplink's bonding and load balancing capabilities reduce reliance on VSAT bandwidth, optimizing cost efficiency.
- **Uninterrupted Operations:** Starlink's high-speed internet ensures reduced downtime caused by a lack of connectivity infrastructure when working in an isolated area.
- **Proactive Monitoring & Support:** Network Innovations around-the-clock monitoring detects issues before they impact operations.

By providing integrated support throughout the implementation process, the Network Innovations team improved communication capabilities. Personnel are now better equipped to exchange crucial information, whether it's operational details, a connection to family, or responses to emergencies.

