



Mining Services And Maintenance

IT infrastructure for the businesses
that keep WA mining operational

CMTG.COM.AU



The Reality of IT in This Sector

Mining services businesses run on availability.

Workshop management systems, inventory platforms, parts supply chains, remanufacturing workflows, and field service coordination are not back-office functions. They are operational. When systems fail, contracts are at risk, assets sit idle, and margin disappears fast. Businesses like pump specialists, remanufacturers, and engineering product suppliers cannot afford IT that is unreliable, unsupported, or unable to recover quickly from a cyber incident.

The Pressure Points

- Ransomware and cyber incidents targeting industrial services businesses are increasing. A compromised ERP or asset management system can halt operations for days or weeks
- Remote site access for field service teams and depot-to-depot connectivity across WA adds complexity that generic cloud providers handle poorly
- Inventory and asset data is business-critical. Losing or corrupting that data mid-contract has direct commercial consequences
- Many businesses in this sector are growing fast, taking on larger contracts, and their IT has not kept pace with the operational complexity
- Key decision-makers are WA-based and need a local team with direct accountability, not an interstate helpdesk and an offshore support queue
- Compliance obligations are increasing, including requirements from tier-one mining clients around supplier IT security standards

Why Standard IT Falls Short

Most IT providers offer a support agreement and a backup service.

What they cannot offer is infrastructure that guarantees recovery in minutes rather than days, a team that monitors environments around the clock and catches problems before they surface, and a local partner with direct accountability for the entire technology environment. When a pump specialist or remanufacturer is managing time-sensitive contracts, the difference between a recovered system in 45 minutes and a system down for two days is not an IT issue. It is a business

What CMTG Brings to This Sector

1



CYBER-RESILIENT INFRASTRUCTURE

CMTG's sovereign cloud platform uses IBM Safeguarded Copy technology to maintain immutable, application-aware copies of client environments at regular intervals. In the event of a ransomware attack or system failure, recovery to a known-clean state happens in minutes. No ransom negotiation. No extended downtime. Business resumes.

2



24/7 PROACTIVE MONITORING

CMTG's Network Operations Centre monitors client environments continuously. Issues are identified and resolved before they become operational problems. For businesses running shift work or managing field teams across WA, this means IT support that does not stop when the office closes.

3



LOCAL TEAM WITH DIRECT ACCOUNTABILITY

Every CMTG client has a dedicated Technical Account Manager who knows the environment, understands the business, and is accountable for the relationship. WA-based, accessible, and backed by 44 staff including 36 technical specialists.

4



CONNECTIVITY FOR DISTRIBUTED OPERATIONS

SD-WAN, ZTNA, private tail circuits, and business-grade internet through CMTG's ISP partnerships. Secure, reliable connectivity between depots, sites, and remote field teams without the complexity of managing it internally.



What It Looks Like in Practice

A WA-based remanufacturing and product supply business managing inventory across multiple depots and a growing field service operation engaged CMTG to replace an ageing infrastructure that had already experienced two significant outages in twelve months.

CMTG migrated the business to its sovereign cloud platform, implemented immutable backup across all critical systems, deployed the Fortinet security stack for endpoint and network protection, and provided dedicated NOC monitoring. The result was a single managed environment the business could rely on, with a Technical Account Manager who reviewed the environment quarterly and brought recommendations before problems emerged.

Relevant Credentials

1



DATA RESILIENCE

IBM Safeguarded Copy technology, the same architecture used by financial institutions globally, underpins CMTG's immutable backup capability

2



LOCAL PRESENCE

Perth headquarters with 44 staff and 36 technical specialists, no offshore support queues

3



SECURITY

Fortinet Advanced Partner with 20-plus years of deployment experience across the full Fortinet security ecosystem

4



PROVEN DELIVERY

150-plus managed clients across WA, Melbourne, and Sydney

If your business is growing, taking on larger contracts, or has experienced an outage or security incident that underscored how exposed your IT environment is, it is worth a conversation. CMTG works with privately owned WA businesses that want a technology partner who understands the operational realities of the sector and has the infrastructure and expertise to back that up.