KINROSS GOLD K2 CASE STUDY

KINROSS SAVES THOUSANDS BY SWITCHING FROM CUSTOM APPS TO K2

LOCATION	Toronto, Ontario, Canada
INDUSTRY	Mining
COMPANY PROFILE	Kinross is the third-largest gold producer in Canada, with operations in the USA, Chile, Brazil, Ecuador, Russia, Mauritania and Ghana.
EXISTING SOLUTIONS	Cap-ex, post investment review, delegation of authority, travel, vacations, onboarding, projects, documents, access, incidents, invoices, training and others
PARTNER PROFILE	Caprivi Solutions, workflow and automation specialist, develops reusable and code-free solutions to solve common industry problems and enhance business operations.
SOFTWARE	K2 blackpearl and smartforms, SharePoint, InfoPath, ASP.NET
BENEFITS	Parallel execution Flexibility Scalability Reliability Ease of development Integration Visibility and transparency Mobile

K2 CAPRIVI SOLUTIONS

PROBLEM

With mining operations spanning the globe, Kinross manages over $1 billion in capital requests each year. Previously, these requests were managed entirely by a manual process, which resulted in delays, duplication, chasing after signatures and much frustration.

A second iteration saw the development of a hard-coded custom .NET solution. While it did improve traceability, the system provided little flexibility, was entirely sequential and offered none of the critical functionality that one would expect from a BPM solution.

"It was extremely difficult to manage and support, costing thousands to develop basic functionality or to implement simple changes," said Chris Fraidakis, program manager, Kinross Gold Corporation. "What's more, it was very frustrating for the users who could not perform simple things like viewing their tasks or approving things while on the go.

"The thought of trying to automate any other processes seemed very daunting."

SOLUTION

With a strong intranet program based on Microsoft SharePoint taking shape, Kinross looked to several ecosystem providers to help fill the need for a robust BPM solution.

"In the end, K2 was the most feature rich and cost effective solution, and they had the strongest implementation partners," Fraidakis said.

Now working with K2 Partner Caprivi Solutions, Kinross has developed many business applications without the time and cost associated with custom code.

"Starting with the capital expenditure process, we transformed a 15-step sequential approval to a 3-tier parallel process that handles every step, from the mines to the board of directors," said Fabio Casti, Principal, Caprivi Solutions. "With our agile methodology, we've also allowed Kinross to go beyond the basics to include post-investment reviews, integration with ERP and business intelligence solutions, and health and safety checklists.

"Users love the ability to complete their tasks on the go from any mobile device," Casti said. "This is a key feature for a company that travels extensively and another process we have since helped to automate".

With this success, Kinross has since automated more than a dozen processes, with many more on the backlog.

"It has gone viral," Fraidakis said. "With every new application we release, we get more requests from other mines and departments asking if we could do the same for them.

"I don't think we could have handled the demand without Caprivi Solutions. Their approach, professionalism and performance have been second to none. The business loves working with them, and they have delivered everything from business analysis and development to training and support services."

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CHRIS FRAIDAKIS
program manager, Kinross

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