

## Productivity and Efficiency Gains

### Issues the mine site was experiencing

In the past, network support would get a call stating the mine was experiencing communications issues in a pit or with a piece of equipment. The result was that the mine would shut the pit and move to another pit while support fixed the problem.

This is a costly exercise as it has the potential to reduce production and increase the workload for the support team. In addition to this, the support team was extremely frustrated when there was such occurrences as they had

limited visibility of the network, where the problems lay and most changes made were on a best guess basis.

Due to the issues experienced, the support team would spend their entire shift managing the network, leaving other work by the wayside. In addition to this, network availability was consistently at 60%. Whilst this was undesired, the team was constrained by their monitoring tools and had to accept this statistic.



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### IMS Deployment & Handover

FTP implemented IMS Wireless Manager, trained the team and developed a remediation plan based on a project that baselined the network, introduced improvements to the configuration, and improved the design of the network.

FTP then handed the platform over to the mine support team, which experienced the following results.

### A True Success Story

*"I will simply start by saying that the whole FTP experience has been one of the most rewarding experience's in my 30 plus years in the trade."*

*Your team were very professional in every way. Their enthusiasm and knowledge of IMS, networking and wireless communications in general has benefited myself and the team here immensely." (Technical Site Supervisor — South West WA Mine Site)*

With clear vision across their entire network, the mine has now experienced immense success with optimisation of their critical network.

Availability from the server to the fleet has improved dramatically to run consistently between 97% to 99%.

Support time has reduced significantly to approximately 5 hours weekly monitoring the network, and 3 hours performing maintenance in the pit. The biggest win with this for the site, is the significantly reduced time the techs spend in the pit, as the LV/HV interaction is viewed as the most hazardous risk on a mine site.

IMS has given the team greater insight into the work that needs to be done across the mine, as well as giving them the data needed to plan work ahead of schedule. The team have reported that by being able to visualise and process the data in real-time, they can communicate any issues with the production teams before the issues develop into problems that put a stop to operations.

The mine was intending to employ two additional communication technicians before the introduction of IMS, to assist in managing the network. These resources are now no longer required due to the streamlining effect IMS has on the operation.

Again, a statement from the Technical Site Supervisor, *"In a simple sum up, if I was to go to another site without IMS, it would be a hard decision if they were not prepared to implement it. I would think long and hard about the move."*