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| **Mining – Innovation & Technology Forum** | | | |
| **Purpose:** | To ensure that our employees who are in customer facing selling roles better understand the technology offering and associated benefits that we have available. | | |
| **Date:** | Group 4 (Wednesday 12th – Thursday 13th October 2016) | | |
| **Participants:** | Craig Boyden  Giles Schmidhauser  Tim Mansfield  Michael Beeby  Glen Nielson  Stewart Densley  Kent Knight – Day 1 (1/2)  Scott Barwick – Day 1 (1/2)  Dale Johnston – Day 1 (1/3) |  |  |

**Action Plan**

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| **GENERAL** | | | | |
| **No.** | **Topic** | **Outcome** | **Action** | **Responsibility** |
| 1. | Would like Minexpo presentation as customers contacting directly regarding the content seen   * Follow up with Damien Williams | Distribute copy of presentation if available | James to see if he can obtain a copy. | James B |
| 2. | Minestar Light – has this been launched yet? | No – has not been launched | Trevor B confirmed | Closed |
| 3. | What is the % of data (Health) that Cat cannot provide? Is it key data? | % of Health data Cat cannot provide and what information does this data provide | Ian to investigate reporting data | Ian P |
| 4. | IROC discussion – wanting more information as not aware of changes. What does it stand for – IROC/TROC – Surface Op only – based where? | Overview on IROC/TROC providing information on what it stands for, the changes, sites impacted and location. | James B /Sheridan to follow up | Closed |
| 5. | Are they rolling Hay Point into IROC? | Confirm sites involved in IROC | James to follow up | Closed |
| 6. | Any sites running unlocked – Daunia? | Confirm which sites running unlocked |  | Closed |
| 7. | Does Cat safety systems (personal tag device), tie in with fleet personal data? (Michael Beeby) | Cat Detect for Personnel (CDP) – can be stand-alone OR events into VisionLink | Trevor B confirmed | Closed |
| 8. | Does Cat have something available to say too deep/narrow – GPS? | Yes – depends on the system:-   * Terrain * Accugrade * Sitech (Trimble products) | Trevor B confirmed | Closed |
| 9. | Fueling improvements slide – it is measured in hours or cycles? Are other factors influencing? |  | Ian to investigate and confirm | Ian P |
| 10. | Does it have to be a Minestar site or stand alone for Terrain? |  | Ian to confirm | Ian P |
| 11. | Can Terrain connect between sites/machines? |  | Ian to follow up | Ian P |
| 12. | Is the 3D map vision from a drone what they classify as Geo-map? | Yes | Ian to confirm | Ian P / Trevor B |
| 13. | Have Sitech given up on the drone/map side of things? | No, Sitech still working in this area of business | Trevor B confirmed | Closed |
| 14. | Is all underground equipment factory fitted? (Giles) | No | Trevor B confirmed | Closed |
| 15. | Is Cat doing any monitoring with infra-red? (Craig Boyden) |  | James B to follow up | James B |
| 16. | Smart Tool – did Cat end up buying the company? Ian thinks partially | Did Cat buy the company partially or outright? | Ian to confirm the purchase of Smart Tool | Closed |
| 17. | Mining Truck Service Centre – if technology on the machines, how do we follow up and utilize data? |  | Ian to investigate and follow up | Ian P |
| 18. | Requested marketshare statistic (upgrade competitor slide) | PPT to be updated reflecting latest marketshare statistics | Sheridan to update PPT competitor slide | Sheridan |
| 19. | Jason N Smith conducts monthly meeting with the team – Technology should be included | Would be good for Technology to provide brief update each month to the team | James to follow up with Jason to see if possible | James B |
| 20. | Flo M |  |  | Closed |

PAST EXPERIENCES WITH TECHNOLOGY:-

* Lots of stigma with the product and how we maintain products – starting to improve now. We are 75-130% more expensive than our competitors. (Michael Beeby)
* Cat product is competitive – legacy is not. Customers have no choice to upgrade or go to a competitor. From January 1 subscription fee will be charged – no formal announcement from Caterpillar as yet. Minestar now paying, CIT not to date – will in future which will create hurdles. Customers never educated in the values (Dale Johnston)
* Data versus valuable information (Stewart Densley)
* Technical tenders for internal customers – we seem very disjointed (e.g. South32 – Westrac submitted). Dealer structure is a negative (Stewart Densley)
* Leverage of SME to go with us to site – cannot know everything (Stewart Densley)
* Cat need to through $ into coal underground – very behind the ball (Kent Knight)
* We have poor knowledge in the field – customers know more about our products than us

(Glen Nielson)

* Unless ex Bucyrus, Longwall knowledge doesn’t exist (Scott Barwick)
* Disconnect between Shannon and the Project Management team

CHAMPION:-

* Michael Beeby

EXPECTED OUTCOMES:-

* How Lab and Technology connect
* Competitor technology
* Transition the Technology between sites (re contractors)
* Minexpo Information and download
* Technology – who’s who
* Mining and Technology
* Where HD is heading with Innovation and Technology
* Understanding of Technology
* Being able to have a conversation regarding Technology
* Integration with other customer solutions / leverage what Technology/Cat already has
* Understanding Minexpo – customer conversations
* Update on Technology and Sales
* Flo M