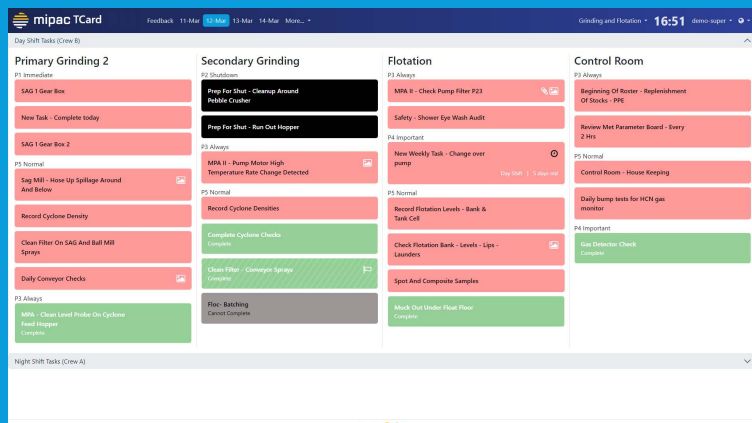


TCard

A case study with
Glencore Mount Isa Mines
Australia



March 2025

Case Study



MIM had, and continues to use, an ERP within their operation but found it was too complicated for operators to use and was not suitable for managing operator tasks across crews in a 24/7 operation.

While daily tasks were being well managed, it was the irregular tasks that were being missed and causing disruption when faults or blockages occurred.

The lack of responsibility and automatic recurrence with the original task management system made monitoring these tasks difficult and would ultimately lead to disrupted production, downtime, and additional costs.



Solutions

MIM's main objectives for a task management solution were to:

- Spread the workload so the same crew were not always doing a particular task
- Make the task management list coherent so that everyone manages the same tasks in a consistent manner
- Be able to embed links to manuals, training, SWIs, and photos so they are easily accessed while the task is underway
- Ensure the system worked with the operation's roster and continuous shift cycles
- Improve transparency and reporting across the operation
- Give the operators a sense of purpose and recognition for good performance

"Mining & Processing operations are inherently different to other industries so we needed a product that could meet our needs rather than fitting our business around the product.

TCard helped solve a number of challenges, some obvious from the outset and others that became obvious once resolved.

Sharing the load, standardising the approach and giving our operators continuous input into the tasks continue to be key to the success we've achieved."

Mark Peterson
Manager, Copper Smelter, Mount Isa Mines

Results

Once TCard was implemented at MIM, they were able to:

- Manage all the tasks onsite, 24/7 with multiple shifts
- Introduce specific interval-led tasks to address regular blockage and downtime problems with their chiller system that removed the problem completely
- Increased coordination across the board including identifying additional opportunities to raise work orders and address maintenance issues that may have otherwise gone unnoticed
- Improve morale and employee engagement across the crews
- Avoid missed tasks and complete 4000 operational tasks per month

Why Mipac

Global leaders in operational technology, control systems and engineering services, Mipac is the perfect partner in driving operational performance.

Our team of trusted advisers includes knowledgeable senior engineers and creative, skilful innovators in technology.

We partner to provide early-stage consultation and continuous optimisation strategies to whole-of operations. From the solid foundations of control systems, software, and engineering, to the latest digital technology advancements, we're committed to pushing boundaries to

create innovative, flexible solutions that consistently fulfill our clients' commitment.

We embrace complex challenges and solve problems in the areas of performance, productivity, and safety by enhancing existing infrastructure systems and technology and providing reporting and decision-making solutions.

We do this by drawing on our extensive onsite experience and unparalleled knowledge of comparative solutions on the market to bring real value and insights to maximise the potential for success.

Solutions and Services

We work across various industries to realise the total value of your operation and recommend solutions and services that produce optimal outcomes and increased performance.

- Advanced Process Control
- Industrial Automation
- Data Analytics and Visualisation
- Cybersecurity
- Process Optimisation
- Industrial Software
- Electrical and Instrumentation
- Operations Support
- Mining 4.0 Consulting

Transforming the mining value chain

Over the
past

3

decades

our team of

180

engineering
professionals

have delivered
over

730

projects

across

55

countries
globally

for more
than

110

customers



We believe in working together
with our clients and partners
to achieve their goals.

At Mipac, we go
beyond the solution.