

# FORESIGHT

ISOLUTIONS QUARTERLY NEWSLETTER

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ASSET MANAGEMENT SOLUTIONS FOR MINING

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## WELCOME TO ISOLUTIONS' FORESIGHT NEWSLETTER!

Welcome to the iSolutions newsletter. The name says it all, Foresight; Our focus on forward looking asset management solutions for the mining industry.

As iSolutions continues to grow we are looking for new and relevant ways to keep our clients up to date with what is going on in the iSolutions' world. There are many great things happening with iSolutions and these are especially relevant to all AMT users. This newsletter is designed to keep you informed on what new projects we have installed, what changes are coming through in AMT, what new products or services we may be launching, tips and hints for users, as well as what events and training we have coming up.

### A MESSAGE FROM THE DIRECTORS

This has been an amazing year for us. Over the last 6 quarters we have consistently had more than 2 major projects running at any given time. This is an unprecedented time of growth and it is genuinely exciting. One thing in particular we are noticing is that AMT

is now becoming recognized as the standard system for asset management in mining and plant. Recently we have brought on significant clients such as Newmont, Wesfarmers, Downer EDI and Finning. As a result we have had to open up offices around the world to cater to this growth. We have recently opened up offices in Brisbane Queensland, Santiago Chile and Denver, USA.

So, you may say, "Well that is great for iSolutions", however the exciting part of all of this growth is that we now have so much more input and investment into the AMT product. As a client you can expect to see more great things come out of your AMT upgrades and more expertise come out of the iSolutions' staff.

Graeme Elgie &

Robbie Feyder



# iSolutions

## DOWNER EDI INSTALLS AMT

**Downer EDI complements Oracle JDE with full AMT Solutions on 14 mine sites**

Downer EDI is one of Australia's most prestigious mining contractors and boasts approximately 2,700 employees and 700 contractors. Downer is Australia's second largest mining contractor and currently has contracts with BHP Billiton, BMA Coal, Fortescue Metals Group, Peabody Energy, Rio Tinto and AngloGold Ashanti.

Downer has recently implemented AMT as their asset management system at 14 of their mining projects.

AMT is used for long term and short term maintenance planning and scheduling as well as budgeting, forecasting, plant rate costing, maintenance strategy optimization and reporting.

Downer's General Manager for Plant, Danny Boyling, comments that iSolutions' AMT product is a great fit for Downer's business. "iSolutions understands the mining equipment business well and this translates into a great product to manage our assets. Their solution centres on the life cycle management of assets and supports Downer's approach to asset management. The AMT plant rate module integrates and complements our in-house legacy systems."

AMT has been successfully integrated with Downer's ERP - JD Edwards. This is one of the largest projects that iSolutions has been involved with to date and was successfully carried out over a 9 month period. Now that AMT is installed and being used, Downer are looking to the next phase of this project with iSolutions. The next

phase of the project is to implement Condition Based Maintenance and more sophisticated reporting capability.

## NEWMONT MINING AMT ROLLOUT

**Newmont Mining approves the final roll out of AMT and specialist Asset Management Consulting services**

Newmont is one of the largest gold companies in the world and is currently the largest US based gold company. Newmont boasts over 34,000 employees and has operations in Australia, USA, Canada, New Zealand, Indonesia, Ghana, Peru and Mexico.

After successful implementations of AMT at Newmont's Yanacocha mine in Peru, Tanami and Boddington mines in Australia, as well as the Twin Creeks mine in Nevada, USA, Newmont has approved the final roll out of AMT across its remaining 8 sites.

Newmont chose AMT to provide specialized budgeting and decision support asset management functions not offered in their Ellipse ERP. In 2011/12 Newmont will be implementing SAP to replace Ellipse. They will continue to use AMT as a valued added offering to complement SAP in the Asset Management area.

As a complete asset management solution provider, iSolutions will also be providing Asset Management consulting support services to help enable Newmont to achieve asset management excellence. The consulting is helping establish best practice maintenance policies and procedures and will also assist setting up the roles and responsibilities for the maintenance staff.

## FINNING MAKES GLOBAL DECISION ON AMT

**The Canadian based Caterpillar dealer has signed an agreement to use AMT across all business units**

Finning is one of the largest Caterpillar dealers in the world and has dealerships in Argentina, Bolivia, Canada, Chile, Uruguay and the UK.



After using AMT in Chile for the last 2 years, Finning has decided to implement AMT at its other business units. Finning chose AMT for its sophisticated contract and equipment management functions. AMT will complement its recently installed ERP system, Lawson M3.

Richard Wohl, Director for Business Process and Systems at Finning International, commented that AMT is a very complete equipment management package for dealers that will enable Finning to remain a leading equipment management service provider for mining and construction companies in the years ahead

This is an exciting development for iSolutions as Finning will also be adopting the AMT Mobile module. The mobile module allows technicians to access equipment information in the field as well as input inspection and work order feedback directly into AMT.

## AMT 8.5 RELEASED:

### SAP/ORACLE INTEGRATION MOBILE DEVICES PLANT HIRE IMPROVEMENTS

AMT 8.5 will be released in August with a host of new features that are detailed below. For more information on what's in 8.5, please visit our web site or contact your account manager.

#### SAP & ORACLE INTEGRATION

Genetic interfaces to both SAP PM and Oracle eAM have been developed using new AMT integration "connectors" The new integration points, which are also available to existing customers who upgrade to AMT 8.5, include the ability to open an external system's work order Screen, a work order status export and importing of defects (notifications) into AMT.

#### AMT MOBILE

AMT Mobile is a new module of AMT which runs on a Tablet PC. It allows users to "check out" data from AMT and work offline, then "check in" data some time later.



AMT Mobile Check-In Screen

AMT Mobile uses a friendly touch screen interface and includes full support for work orders, Downtime Capture, Inspections, Electronic work scopes with image and data capture, live recording and interpretation of CM measurements.

A full knowledge database with a "Technical Advisor" is also part of the module. The Technical Advisor

can help technicians diagnose and resolve product issues in the field.

A Fleet Condition Dashboard is included to provide real-time view of work and automate work flows to identify and resolve product issues.

#### PLANT HIRE ENHANCEMENTS

Improves and simplifies the Plant Hire module and provides additional flexibility and ledger transaction granularity in the calculation of Plant Hire Rates

#### NEW STANDARD REPORTS

The following new reports are include in AMT 8.5

- Monthly Warranty Status
- Strategy Task SJ Parts List
- Cost Per Interval – Customer
- Work order Transactions

#### DEPLOYMENT PACKAGING

Improved and simplified packaging: Makes AMT easier to install and lowers IT maintenance costs.

## EXPONOR, CHILE

Exponor is a biannual mining exhibition held in Antofagasta, Chile. Antofagasta is an important mining region, situated about 1,000km north of Santiago, Chile. 30% of the annual global copper production is exported from here each year.



**Urbano González**, *iSolutions Sales Manager South America*, with the *Australian Ambassador to Chile*, **Virginia Greville**

About 700 exhibitors attended the show, with iSolutions participating in the Australia section. There was a good turn out from mining companies from the region.

Several customers were also present with big displays from Finning, Atlas Copco and Komatsu.

## LCC COURSE IN SPANISH

iSolutions South America held our first life cycle costing course in Santiago. The course was presented by Arnaldo Andrade and held in Spanish. There was excellent feedback from the group about Arnaldo's presentation and the course content. Participants from Barrick Gold, Collahuasi, Finning, Atlas Copco and Zalvidar Mine attended the 2 day session.



Training courses like these are in high demand and they further establish iSolutions name as a leader in asset management in the global mining industry.

The course teaches the fundamental principles of life cycle costing and uses lecture material, practical applications and case studies to reinforce the concepts.

iSolutions will hold additional courses throughout the year. Contact iSolutions for information about future courses.

## AMT SUPPORT TIPS

### NEW CUSTOMER COMMUNICATION PROTOCOLS

In order for iSolutions to provide the best possible service to our customers, it is important that customer requests are directed to the most appropriate channel within iSolutions. As such, new communication protocols have been developed to be used when communicating with iSolutions.

By now your AMT champion and AMT Administrator should have received a copy of the presentation from your iSolutions account manager. If you did not receive it, or would like more information, please contact your account manager directly or download the presentation from <http://support.isipl.com:9002/documents/CustomerCommunicationProtocols.pptx>

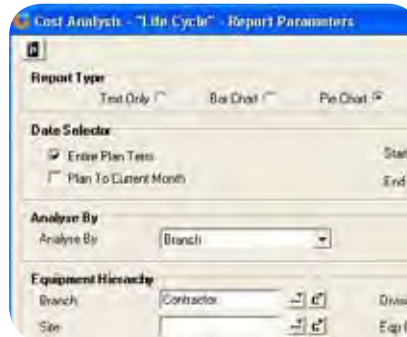
The most important change is that the Enhancements tab has been removed from the customer support portal and from now on you should liaise directly with your Account Manager for product enhancement requests.

### HIGHLIGHT SITE, FLEET OR EQUIPMENT IN EQUIPMENT EXPLORER TO SPEED UP REPORTING

Highlighting a branch, site, fleet or equipment in the AMT equipment explorer will translate this option into a report selector. In the example below, the branch 'Contractor' is selected in the explorer.



If you now open a report, say the 'Cost Analysis - "Life Cycle"' in the example below, the branch is populated in the report filter.



## TECHNICAL CORNER

### SQL DEADLOCK ISSUES WHITE PAPER

iSolutions Technical team has released a White paper on SQL Server best practices and new indexes. The paper is aimed at improving AMT performance and reducing "deadlocks" experienced by AMT users, particularly for large AMT installations.

### AUTOMATED FTP LOGIC

AMT 8.5 Introduces Automated FTP logic. Using Automated FTP logic, AMT can be configured to automatically send FTP interface files from one AMT system to any other. This can be used in a collaborative environment where a customer is using AMT on more than one server, or transferring information to a customer's AMT (e.g. through corporate fire walls) Automated FTP logic includes fault handling and retry logic routines.

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