

Vix Resources Case Study:

Managed Services for NT Mining Company

/ Project Scale

Approximately 1000 travellers

520 room camp (including permanent room owners, back-to-back room utilisation and motelling)

6 flights in/out per week, plus travellers who drive in/out of site

VIX
RESOURCES

Who are they?

Our client is a leading zinc, lead and silver mining company located in the Northern Territory of Australia. Their resources are processed and stored onsite before being shipped across the globe.

With over 20 years in the industry, our client is known to run a safe, sustainable and successful mining operation.

In order to maintain a competitive operation, improve logistic efficiencies and bottom line outcomes, our client has enlisted Vix Resources with a Full Managed Service Agreement for the past 18 months.

What were the challenges of this client?

- Managing camp room allocations
- Assigning rooms efficiently
- Travellers arriving with no room available
- Visibility and inefficient operations

Our client was experiencing significant challenges with managing their camp room allocations and assigning rooms in an efficient way.

At first, they were not utilising our Workflow application but making bookings directly in SAM. Workflow is our online requesting system for bookings, which flows through an approval path and allows a team to request, approve & book site travel and accommodation.

All requests to visit the mine site came via email to clients Travel Team, who then allocated seats on planes. Rooms were allocated to virtual or “fake” rooms, and the actual rooms were allocated separately at a later date by the Facilities Management Provider.

This quickly led to a situation where excess travellers were arriving on site with no room at the inn. Our client’s Management Team had no visibility of room utilisation and were often faced with limited or no room availability.

How has Vix Resources helped?

- **We commenced a full room review and roster review.**
- **We manage all flights and accommodation, 7 days/week.**
- **We updated rosters and improved room utilisation by implementing back-to-back rooms.** This means that when one person is on RnR, another on the same type of roster can use the same room. By having the room fully optimised there is the opportunity to use the available room for another booking.
- **We removed the need for paper requests** by implementing Workflow across the site. Bringing this process online gives the submitter (or requester) complete visibility regarding the approval chain status, and they receive email notifications to keep them updated. The final notification back to the submitter states that the booking is complete and includes the travellers itinerary. Workflow will automatically email the traveller with this itinerary.

Positive outcomes for our client.

Improved Efficiency and Visibility

Our client has noticed improved efficiencies and visibility and feel confident knowing their camp is running smoothly.

Improved Communication with Travellers

The traveller now has confidence that their bookings are managed correctly and that they are going to arrive on site with a room ready. They can look ahead at their bookings on the Workforce Kiosk app, and if changes need to be made, have them submitted via Workflow.

Greater Reassurance

The clients Management Team has confidence that the FIFO workforce are going to have both a seat on a plane and a room to stay in, now that both items are managed in one simple action.

Better Data

The Management Team now has better reporting and better visibility related to Room Optimisation and Flight Optimisation. They have increased confidence that the workforce is manned correctly and their business is supported.

Improved Communication

By using Workflow there is faster turnaround on requests and communications to all personnel regarding the status of their requests.

Improved Shutdowns

Planning for shutdowns is substantially better as the client has real visibility on room and flight availability. The deficit of rooms is greatly reduced and allows for future-proof shutdown scheduling.

Next steps for our client.

We are currently working on an integration with our client's HR system to update SAM with the latest profile information. This will send information from the HR system directly to SAM, and profiles will be updated to reflect any changes

This will bring greater efficiencies as traveller information is only touched once, saving time and reducing the risk of human error.

We are also working with our client's charter airline to explore full integration in order to remove the manual handling of all changes to travel bookings. This will further streamline processes and minimise the risk of error caused by manually transferring data from one system to another.