

MINING INDUSTRY CASE STUDY



QUEENSLAND MINES RESCUE SERVICE

Outcome Required:

A controlled document environment that enables co-authoring and collaboration of content while providing governance, lifecycle management and approval processes.

OVERVIEW

Queensland Mines Rescue Service (QMRS) is a not-for-profit organisation and an Accredited Corporation under the Coal Mining Safety Act. We provide expertise in assisting the mining industry to manage risk and ensure safety in both underground and surface mining environments.

BUSINESS CHALLENGES



Lack of co-authoring resulted in multiple downloaded copies of documents and poor user experience.

Difficulty sharing with external parties preventing workflows.

Difficulty accessing latest version of content when staff lose internet access while on site.

BUSINESS IMPACTS

Additional effort and time spent by employees & third parties editing and collaborating on content.
Users frequently lose internet access on site resulting in often out of date information.
Uses access offline copies, which causes safety and audit issues.



BUSINESS INSIGHT

“ Every operational decision is only as good as the information behind it. ”

Business Benefits



KeyDocs SharePoint Extension

Utilises the built-in co-authoring features of O365



Compliance Requirements

Provides a full audit of all changes, approvals and views of documents.



Operational Risks

KeyDocs provides the right version of the right information, at the right time



Information Governance Challenges

Access to the latest version of the right information at the right time



AI Readiness

Trusted information can provide a full audit of all changes, approvals and views of documents. as the foundation for AI driven processes

Customer Reference

“QMRS uses KeyDocs for its document control functionality. When dealing with critical and life-threatening situations our staff need be able to access information quickly and easily knowing it is correct. We couldn't find any product on the market other than KeyDocs that allowed us to automate our workflow and assurance processes taking something that was very complicated into something very simple and human error free.” *Trent Macdonald Executive Business Manager QMRS*

Information governance has become more than a compliance requirement. It is now a critical capability supporting operational safety, regulatory compliance and successful AI adoption.

