

CASE STUDY

TECHNOLOGY DEPARTMENT AS A SERVICE: A RELIEF FOR ELECTRICAL ENGINEERING MANAGERS

A Bowen Basin coal mine electrical engineering manager improved reliability for their OT systems and increased transparency and job tracking.

PROBLEM:

A lack of job management accountability and transparency was a key source of frustration and risk. The previous structure was reactive as there was no maintenance schedule in place, nor tracking of trends or repeat issues.



SOLUTION:

Implementation of Tekko's innovative Technology Department as a Service model provides more than just labour hire communications technicians. Our systems and procedures are built around our technicians to instantly provide transparency and accountability, while identifying root causes to ongoing problems.

Additionally, a maintenance schedule focused on preventative maintenance, plus a network management and power monitoring system, provides early notification and alerts when issues arise to get ahead of problems.



100%

Job transparency
& accountability

0

untracked issues

5>1

Improved uptime
from 5th highest
outages to lowest
outages on iVolve
across 5 mines

RESULT:

Improvements to system availability across OT systems, such as fleet management, two-way radio network and GPS corrections have led to increased productivity and confidence in the site's OT systems.