USER STORY: Dispatch Operator

"A Day In The Life Of" Series provides an insight to specific roles within the mining world. Gain inside knowledge of what it is like on site. Names and specific details have been altered to protect the confidentiality of our clients.

Jane is a dispatch operator at an open cut coal mine in Queensland. Jane uses iVolve's iControl tool on a daily basis. Using iControl, Jane has **improved efficiency**, **managed costs** and **reduced risk** through -

- ✓ **Effective Utilisation**
- ✓ **Eliminating Paper Systems**
- ✓ **Reduced Haulage Costs**
- ✓ **Incident Investigation**

iControl is also valuable to Jane when she needs to locate a specific person. This is particularly useful if changes have been made to allocations during the prestart that day, as dispatch will field a lot of questions about why people aren't where they were originally expected. She'll dive into iControl's operator tab to find someone quickly.

Jane also uses the load Cycles overlay, she can see if any loads have been dropped in unexpected locations. When she notices this, she will call the operator on the radio to sort out what happened. This is an example

of some manual data validation our users are performing.

The Statistics overlay is also used to ensure that site is on target for the shift.

The Production Dashboard is constantly visible on the screen to her right.

The Production Dashboard makes it easy to notice if dig rates are low, an event that prompts Jane to check the circuits tab in iControl to validate that all trucks are properly registering loads. This is another data validation step that she must perform manually. It's expected that all the trucks on a circuit would have reported a similar number of loads, unless she knows one was allocated mid-shift. If trucks are missing loads due to an issue with the system, Jane will just average the weights from other trucks on the circuit and add the loads manually using the Data Editor.

Other features of the dashboard that Jane appreciates are being able to see who's on the excavator, the totals and rates, and which trucks are running.

The queue vs wait time graph is very useful as she is able to confirm if a truck is actually needed or not when an operator radios and asks for one to be reallocated.

Production Dashboard

"We used to have to run individual reports on circuits and stuff, but now the Production Dashboard is here it's much easier. It just shows it all in one place."

- Jane on Production Dashboard

The only exposure Jane has to the maintenance features of the system is that she occasionally notices if a red health event appears for a truck in the units tab of iControl. The workshop has called her before to ask why a truck went down, and she's been able to report any events.

At the end of our visit, Jane mentioned that she wouldn't like to imagine doing her job at a site without a fleet management system.

As she watches rates on the Production Dashboard, Jane also keeps an eye on the **Data Editor** in the screen to her left. She manually edits a lot of the cycles that are dumped in the ROM due to the geofence structure at site. Dispatch are responsible for using iControl to infer which stockpile material is dumped on. Although digger operators can choose a destination, this is overridden with the name of the geofence where a load is actually dumped by the truck.

Value Propositions

Efficiency Improvement through -

Effective Utilisation

Jane uses the production dashboard to see who's on the excavator, the totals and rates, and which trucks are running. The queue vs wait time graph is very useful as she is able to confirm if a truck is actually needed or not when an operator radios and asks for one to be reallocated, increasing vehicle 'working state' improving productivity.

Eliminating Paper Systems

Jane uses the Production Dashboard to monitor dig rates. Jane uses the circuits tab in iControl to see if the trucks are properly registering loads. She also uses the stats overlay to ensure that the site are on target for the shift. This process eliminates manual data entry errors, memory recall, guesswork and the time and inefficiency of a paper-based system.

Cost Management through –

Haulage Costs

Jane uses the production dashboard to confirm if a truck is actually needed or not when an operator radios and asks for one to be reallocated. This reduces excessive or unnecessary running costs.

Risk Reduction through –

Incident Investigation

Jane occasionally receives phone calls from the workshop to inquire about why a truck is down. Jane is able to use iControl's replay feature to assist the maintenance crew in understanding the lead up to an incident, ensuring that the truck is back in action as quickly as possible.

iVolve

Established in 1995, iVolve is an Australian industrial technology company delivering real-time machine intelligence to the resources sector enabling our clients to make educated quick decisions to increase productivity, reduce costs and minimise risk.

iVolve's **Mine4D**, records and presents crucial operational data for the monitoring and management of a mining fleet. This provides all levels of the mining operation the knowledge to back smart decisions.

Our experienced R&D team at iVolve are passionate about research and keeping the company at the forefront of innovative, intelligent, yet simple solutions for our customers. As a result, the company has built a solid reputation over the years as a leader in its field.

If there is an opportunity for productivity improvement within your operations, our team are always ready to assist.

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