

Customer Success Story

Thiess Achieves ROI in Weeks with Adaptive Discovery

THIESS

Thiess
Mining
Queensland, Australia

Thiess is Australia's leading construction, mining, and services contractor and plays a pivotal role in building vital infrastructure, promoting the country's resources sector, and providing essential services to Australian communities.



Ben Willey
Manager of Mining
and Technology Innovation
Thiess

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With mining operations running 24-hours a day, loading 300-ton trucks every 30 seconds, seven days a week, few companies are focused on measuring and driving performance as much as Thiess. At Thiess, operational metrics really do drive financial performance.

With projects across Australia, 3,000 employees in Mining Services, and a \$2 billion plant and equipment fleet, Thiess is one of the world's largest open-cut contract miners. The company is responsible for the production of more than a hundred million tons of coal, copper, gold and iron ore each year. For Thiess, driving the slightest improvement in operational performance can yield big financial results.

As one of Australia's leading construction, mining and services contractors, Thiess operates mining sites on behalf of its customers. Maximizing efficiency, safety, and output is paramount to business performance.

An Enterprise that Lives and Breathes Data

Each day, Thiess collects vast amounts of operational data—from the amount of diesel fuel used by trucks, to the volume of coal and minerals extracted. "We collect information on every person, machine, activity, location, delay, and consumable in the business," said Ben Willey, Manager of Mining and Technology Innovation at Thiess. "For example, each truck in the fleet has more than 300 sensors that provide performance data and flag any issues as they arise."

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“Adaptive Discovery allows us to have a real-time view of exactly what is happening across all our mine sites, regardless of their location.”

Ben Willey, Manager of Mining and Technology Innovation, Thiess

“We are a process control organization. We deliver value to our clients through optimizing resource applications and processes. Measuring KPIs is critical to our business performance. Our competitive advantage comes from how well we make data-driven decisions.”

Building an Analytic Strategy to Drive Future Performance

In 2011, the company undertook a review of its operations to determine how they could drive better performance over the next five years. Every facet of the business was examined to ensure it was running at optimal efficiency.

“One of the dimensions we reviewed was our technology,” said Willey. “We realized there was tremendous value in our data and analytics to help us improve performance.”

“Prior to implementing Adaptive Discovery, considerable time and expense was spent on validating spreadsheet reports.”

“Our custom-built databases generated fairly static reports. Reporting required a lot of effort from users, and the ability to drill through information to answer further questions was limited. We knew that staying with what we had wasn’t an option to support future growth.”

Efficiently Delivering Business Value

Thiess made the decision to implement Adaptive Discovery, part of the Adaptive Suite, to provide the on demand, deep, scalable insight required for a growing organization.

“It was about delivering value to the business—quickly—and we could see that Adaptive Discovery could do this for us,” said Willey.

Initial implementation of Adaptive Discovery was completed within months, and Thiess quickly integrated data collected in the field, rolling out real-time insight and data visualization for all stakeholders.

ROI in Weeks, not Years

Accordingly to Willey, success became evident as soon as the new system went live. Within the first week, information gathered from the company’s fleet of trucks identified a mechanical problem that could have significantly slowed production.

“Thanks to the intelligence enabled with Adaptive Discovery, we could manage the issue very quickly. In the past, the root cause analysis would have taken more time to identify,” he said.

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8,000,000
Records



iPhone

“Our personnel access 40 different metrics derived from over eight million records to obtain answers in seconds. An executive can pull their phone out in a client meeting and give real-time answers to questions.”

Ben Willey, Manager of Mining and Technology Innovation, Thiess

Aside from identifying mechanical issues, analytics provided by Adaptive Discovery now ensure mining production is maintained at the highest possible level. Any delays are quickly identified, as are areas that require process changes.

Scaling from the Cloud Up

The fact that Adaptive Discovery is a cloud-based system made it particularly appealing to Thiess. Instead of allocating internal resources to configure and manage its business intelligence platform, Thiess has turned to Adaptive.

“That was certainly one of the key attractions,” Willey said. “We didn’t want to have to be a world-class dashboard support organisation. Our job is supporting our clients.”

Adaptive Discovery can also be easily deployed and scaled without having to engage the IT department—an important factor in a disbursed industry such as mining. Thiess is using Adaptive Discovery in many locations—from offices, to mining locations—and is planning to extend usage into overseas operations. Adaptive’s Cloud-based platform will make this easy to achieve.

Mobile Power to Drive Analytics to Every Location

With operations spread across Australia, Thiess’ staff spend considerable time in the field. Adaptive Discovery’s native iPhone application puts analytics and performance indicators in the palm of their hands.

“Our personnel access 40 different metrics derived from over eight million records to obtain answers in seconds,” Willey explained. “An executive can pull their phone out in a client meeting and give real-time answers to questions. Adaptive Discovery’s ability to conduct millions of calculations, obtain trends, and then display the information as key performance indicators that are contextual and timely, is a powerful advantage.”

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Ready for the future

With Adaptive Discovery in place, Thiess is well positioned to continually increase its operational efficiency and productivity. With the industry in a constant state of change, maintaining a close watch on every facet of the business is critical for success.

“Adaptive Discovery allows us to have a real-time view of exactly what is happening across all our mine sites, regardless of their location,” said Willey. “Thiess has the analytics required to ensure we can continue to grow and serve our customers in the future.”

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