The Operator Portal

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ABSTRACT

Today the accelerating trend in global mining, steered by productivity demand, is automation. Autonomous mining and operation is the pending disruption enabled by the convergence of multiple different technologies. However to many smaller mining organisations and Original Equipment Manufacturers this new operating paradigm presents a daunting challenge with no clear path to the goal, in fact no clear goal to start with.

While innovations in equipment design continue to be welcomed and are commonly embraced for Greenfield development the ability of current operations to get the "best out of what they have" is a critical in meeting the productivity improvement demands. With each operating site having dozens of machines, equipment and systems onsite needing to be managed cohesively McLanahan conceived of a single, secure digital location using cloud technology where everything relating to each individual piece of equipment resides.

This paper will present a case study on how an OEM Supplier was able to develop an engagement model between supplier and user that enables a transition the interaction from the mechanical to the digital using simple web based programs.

Information contained in the customised portal includes operating manuals, drawings and models, maintenance records, training videos, spares lists, part numbers, emergency contacts, order history, service history, inventory, FAQs, Upgrades and modifications, data sheets, performance history.
While each plant typically uses the SCADA system to monitor real time operations, the Operator Portal captures, stores and manages the lifecycle data that can be made available to maintenance people, safety managers, maintenance managers and planners at the touch of the screen.

The case study walks us through the types of resources available to the operator and how digital information can be presented in a format that is easily consumed regardless of location or language or event skill set. Operating Site feedback on the portal has been overwhelmingly positive regarding the practicality and user friendliness of the system.