



Case Study: Asset Maintenance

Mid-Tier Miner Drives Major Efficiencies with Pulse's All-Digital Maintenance Platform

Developed and supported in Australia, Pulse delivers cutting-edge ERP solutions that streamline operations so clients can scale without stress. This case study demonstrates how a long-established Australian mining company partnered with Pulse to transition its asset maintenance to a fully digital platform, achieving significant cost and time savings.



About the Client

The client is a well-established, mid-tier mining company with around 2,000 employees across multiple Australian mine sites. Their operations rely on over 4,000 fixed and mobile assets, including trucks, dozers, drill rigs, and generators, which are serviced by a large team of technicians.

The Challenge: Overcoming Paper-Based Inefficiency

While recognising that optimised maintenance is critical for asset productivity and safety, the client's planning and administration processes were highly inefficient. Their paper-based system created significant challenges:

- **Excessive Paperwork:** Each week, the company printed over 1,000 work orders, which amounted to an average of ten boxes of paper.
- **Manual Data Entry:** Following job completion, all paperwork orders had to be sorted and scanned back into electronic systems to maintain service history records.
- **Operational Delays:** The system lacked the agility for remote approvals or quick responses to repair needs.
- **Connectivity Issues:** With work occurring in underground areas without network access, it was vital to find a solution that could operate offline.

The client knew a digital solution was the key to saving time, improving information sharing, and reducing maintenance costs.

The Solution: Pulse Plant Maintenance

As a long-term user of the Pulse ERP, the client chose to expand their partnership with us to meet this new challenge. Pulse Plant Maintenance provided a comprehensive, mobile-ready solution to transition their asset maintenance activities to an all-digital platform.

Key elements of the solution included:

- **Offline-Capable Mobile App:** A dedicated maintenance app allows hundreds of technicians to manage work orders efficiently, even in areas without network connectivity. Data automatically syncs when the device returns to a connected area.
- **Digital Checklists:** Pulse worked with the client to convert their existing paper checklists into clear and simple electronic versions within the app.
- **Remote Approvals:** Supervisors can now receive photos and information from the job site to remotely review and approve actions for high-risk tasks, such as crane lifts, allowing work to begin without delay.
- **Integrated Inventory Data:** Mobile fitters can quickly check if spare parts are in stock at the warehouse directly from their device, reducing repair response times.

The Outcomes: A Successful Digital Transformation

The elimination of paper has driven significant improvements in efficiency and delivered a strong return on investment.



- **Significant Time & Cost Savings:** The move to a digital platform has eliminated the costs and labour associated with printing and manually handling thousands of paper documents.
- **Increased Productivity:** With remote approvals and faster access to information, work can begin without delay and work orders are closed out faster. Staff now have more time to focus on high-value maintenance planning.
- **Improved Data Accuracy:** Syncing data directly from mobile apps has removed the need for manual data entry and improved the accuracy of meter readings by eliminating handwritten notes.
- **Proven & Expanding Success:** Following the successful transition at several sites, where 40-50 mobile tablets are now in daily use, the client is planning to expand the solution to their other operations.



Your business system,
ready today, for tomorrow.

Level 7/4 Charles St,
Charlestown NSW 2290

Call +61 2 4922 2000
Email support@pulseERP.com.au

pulseERP.com.au