



# Case Study

## Fraser Alexander

### Client Background

Founded in 1912, Fraser Alexander has grown from humble beginnings to become a key player in the South African mining industry and in selected global locations including sub-Saharan Africa, Australia and South America. They are industry leaders in their uncompromising commitment to the safety of their people, and that of their clients and partners. But they do more than just keep their people safe. They also ensure that they leave sustainable communities and a sustainable environment behind when they move off site.

### Key Challenges

- Even with a work management process on site, artisans were frustrated with amount of paperwork.
- Delays in getting Work Order feedback from artisans.
- Delays in getting foreman sign-off after Work Orders are handed back.
- Site administrator time mostly spent on capturing Work Order feedback.
- Dirty Work Orders and illegible handwriting.



” *One of the highlights of the implementation was how easily the artisan adjusted to the application as well as their eagerness to learn and use the handheld device. An added benefit is that the application encourages better planning. Since the roll-out of the application, it has made it much easier to measure work progress thereby aiding in managing the workload. Izak Joubert – Maintenance Manager*

### Value Add

- Simple, straightforward implementation
- App is user-friendly
- Amount of paperwork drastically reduced
- More efficient use of time spent on Work Order administration
- Real-time progress monitoring of Work Orders
- Functionality to create new Work Orders directly in the app
- Site Administrator time freed up and can now assist more with Planning and Scheduling.

### Pragma Intervention

- Fraser Alexander has been a Pragma On Key Client since 2010.
- The client has always been a showcase of how On Key should be used and the following of Pragma’s best practices.
- When the On Key Work Manager Application was released, Fraser Alexander was identified as a pilot site where this new functionality could make a big difference.
- The Work Planning and Control business process was optimised to support the use of the online application and aligned with Fraser’s way of operating.
- The Work Manager Application was implemented in the first week of September 2016 at two of the Fraser Alexander sites.
- The technicians and foremen were issued with Android-compatible devices and received training on the business process and use of the application.
- Implementation was seamless and no major problems were experienced.
- Since implementation, the two sites have been successfully operating with this new paperless way of managing Work Orders.

### Tools and Technology

- On Key Work Manager Application
- On Key 5
- Phone / Tablet / Phablet supporting ANDROID iOS.