

Accelerating Knowledge Capture Across Australia's Mining Operations

How a leading Australian mining company used Telepresenz® Smart Ops™ to transform decades of field expertise into searchable digital procedures — in days, not months.



100%

Searchable knowledge base — centralized and instantly accessible across all sites



75%

Fewer expert site visits — saving significant travel costs and time



100%

Verified work quality — through live expert oversight and recording

Client: Confidential Major Mining Operator (Australia)

Industry: Mining / Metals & Natural Resources

Scale: Multi-site operations across Australia

Worker Environment: Experienced engineers and operators capturing field knowledge remotely and on-site

IT Environment: Secure hybrid cloud deployment within corporate network

Devices: iPads for field procedure capture; desktops and laptops for review and publishing

A leading Australian mining company recognized a critical operational risk — the potential loss of decades of specialized knowledge from its most experienced workforce. Many senior engineers and plant technicians were nearing retirement, and the company lacked a scalable process to document their expertise efficiently. Traditional documentation methods were slow and labor-intensive. Each procedure required a dedicated technical writer, resulting in a turnaround time of three to six months. Semi-retired experts, though rich in experience, often lacked the computer or formatting skills necessary to create detailed guides. This led to incomplete, inconsistent documentation and threatened continuity across multiple plant sites.

The company needed an intuitive, field-friendly solution to quickly capture, structure, and preserve institutional knowledge before it was lost.

"We had the knowledge — but not the speed. It was taking months to get a single procedure published."

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

To accelerate knowledge transfer, the mining company deployed Telepresenz® Smart Ops™, enabling experienced workers to directly capture and author procedures in the field using natural voice commands, photos, and videos.

Using Smart Ops™ on iPads, field experts record their process steps as they work — narrating their actions while the platform automatically converts speech to text and formats it into standardized procedure templates. Images and short videos are embedded directly into each step for clarity.

Supervisors review and refine the captured content via desktop interfaces, finalizing and publishing procedures within days. Once approved, each document becomes part of a living, searchable knowledge base accessible to every technician across all operations.

The intuitive, voice-first design eliminated the need for professional writers or heavy typing — empowering experts to focus on sharing their technical know-how rather than learning digital authoring tools.

“With Smart Ops, we turned our most experienced people into our fastest content creators.”

The shift from manual documentation to voice-driven capture produced measurable, transformative results. Average procedure creation time fell from several months to less than a week — a four to fivefold improvement. The company no longer required a full-time documentation resource, freeing capacity for other operational priorities.

All field procedures are now searchable and available organization-wide, ensuring that critical knowledge stays accessible to current and future teams. Employee engagement also surged as senior experts saw their experience directly shaping the company’s digital operations framework.

Key Outcomes:

- 4–5× faster documentation turnaround
- 100% centralized, searchable digital knowledge base
- Eliminated dependency on technical writers
- Improved consistency and procedural accuracy
- Higher workforce engagement through empowerment and recognition

“We’ve cut procedure development from months to days — and our experts feel valued because their experience is now shaping the future workforce.”

About Telepresenz®

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.