

Transforming Global Mining Operations with Real-Time Remote Expertise

How a global mining enterprise connected 150+ sites with live remote assistance and real-time monitoring using Telepresenz® Smart Ops™



90%

Faster incident response — experts guide repairs instantly from anywhere



70%

Reduction in equipment downtime — issues resolved before escalation



100%

Traceable documentation — every intervention captured for compliance

Client: Confidential Global Mining & Metallurgical Company

Industry: Mining / Metallurgy / Energy

Scale: 150+ mining, metallurgical, and oil production operations worldwide

Worker Environment: Harsh, dispersed sites with limited connectivity and access to specialized experts

IT Environment: Secure public cloud infrastructure linking regional operations and global engineering centers

Devices: RealWear HMT-1 for onsite engineers; desktops for remote experts and leadership teams

A global mining leader with operations across multiple continents manages some of the world's most demanding extraction and metallurgical systems. With sites located in remote or logistically challenging areas, the company faced critical delays whenever specialized expertise was required for maintenance, diagnostics, or emergency response. Incidents like turbine failures and furnace overflows required immediate attention, but flying experts to these sites could take days — resulting in prolonged downtime, safety risks, and productivity losses.

Beyond the time factor, issue documentation was inconsistent, making it difficult to analyze recurring problems or verify field activity. Leadership teams lacked a unified view of what was happening across 150+ global sites, limiting their ability to respond strategically and proactively.

"We wanted our best minds to be able to help, no matter where the mine was — without waiting days to get there."

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

To address these challenges, the company deployed Telepresenz® Smart Ops™ — enabling live collaboration between field engineers and global experts while standardizing incident capture and reporting across all operations.

Field engineers equipped with RealWear HMT-1 hands-free devices could now stream live video directly from turbines, furnaces, and other high-risk areas. Remote experts viewed the same feed in real time, guiding troubleshooting, verifying steps, and marking annotations directly on the video stream.

Through Smart Ops™ Workflows, every incident was logged automatically — complete with visuals, notes, and assigned follow-up actions. Supervisors and leadership teams accessed real-time dashboards, giving them visibility into site activity, active issues, and ongoing resolutions. Each remote session was archived, building a visual knowledge base of interventions for continuous improvement.

“Smart Ops gives us live eyes on the ground — from any mine, any country, at any moment.”

Within months of implementation, the mining company experienced a dramatic improvement in operational responsiveness and control. Incident response time improved by 90%, as experts could now assist instantly rather than traveling for days. Equipment downtime was reduced by 70%, saving millions in lost production and maintenance costs.

The organization also achieved full transparency across its global sites — with standardized documentation, traceable workflows, and leadership dashboards offering a live operational view. This shift transformed reactive crisis management into proactive performance monitoring.

Key Outcomes:

- 90% faster expert response during equipment failures
- 70% reduction in downtime and maintenance delays
- 100% traceable documentation with visual audit trails
- Improved safety and reliability through guided remote support
- Global operational visibility for asset and leadership teams

“With Smart Ops, we’re no longer reactive — we can predict, respond, and act in real time.”

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.