



# Customer Story

**Organisation - Mupane Gold**

**Industry - Mining**

**Location - Botswana, Africa**

**Challenge - To find a system that could match and scale to the information needs of a mining company as it evolved through each stage of development.**

**Solution - Addax Mining Operations Solution (AMOS)**

**Result - As Mupane has evolved, AMOS has matched the information needs of each stage. The 'best-fit,' integrated environment offered by AMOS circumvents the need for 3rd party systems.**

## What is AMOS?

AMOS combines key elements of Greentree Business Software with specialised implementation, set up, training and support services to tailor the solution to the unique requirements of organisations within the mining industry.

The modular design of the Greentree Business Software used in AMOS delivers the flexibility of adding to system functionality as needed to meet ongoing organisational growth.

**The Mupane Gold Mine is an open pit operation located 30km southeast of Francistown in the Tati greenstone belt in southern Botswana. It began production in late 2004 and was acquired by Canadian company IAMGOLD through its acquisition of Gallery Gold in 2006.**

Before it was acquired, Gallery Gold embarked upon the transition from gold explorer to becoming a fully operational gold producer. This, together with its acquisition of another junior explorer company, amplified the organisation's need for a business software system that would accommodate growth, multi-site Tenement Management, and associated

maintenance and reporting. There was also the need for an integrated system to rationalise disparate systems in Australia and Africa, where the Mupane Gold mine is located.

After evaluating business software commonly used within the mining industry it was concluded that the Addax Mining Operations Solution (AMOS) provided the functionality to grow with the specific developmental stages of a mining operation, without the need for extensive, time-consuming and complex customisation or third party systems.

Andrew Thomson, General Manager at Mupane Gold confirms that "growing the capacity of the mine would be piecemeal, so the ability to add functionality relevant to the stage of development as we've evolved has been invaluable."

But the real clincher for management was the body of essential knowledge Addax Business Solutions brought to the table. Addax has extensive experience with Australian and international mining systems implementation. This experience and knowledge has been widely disseminated into the AMOS package.

Andy says the unique knowledge, guidance and experience of the Addax team assisted Mupane management to make quicker and more accurate decisions about business rules and processes, parameters for transaction

tree analysis, and management reports that needed to be in place. Andy has no doubt this was a critical factor in the successful implementation.

Equally as important was the ease of use of such a comprehensive mining software package. Andy believes that true testimony to the ease of use of the Greentree Business Software used within AMOS is the extraordinary uptake of users from what is essentially a "developing sub-Saharan African economy where software development and IT skills are scarce, if not unheard of."

Using the Microsoft Excel import function, data and budgets spread across multiple systems were easily imported into AMOS. This resulted in information being readily available to teams in Australia and Botswana from day one.

Whilst Mupane Gold is, by any definition, operating in a remote location, Andy says the support provided by Addax in Australia is outstanding. System availability has been 99.9%, with the occasional down time directly attributable to the Botswana satellite going off-line.

While Andy says he was initially a little sceptical about accessing a server in Australia, he became confident that business continuity wouldn't be an issue as he easily accessed the "multitudes" of reports he needed.

“AMOS has provided Mupane with a strategic set of tools specifically designed for running a mining operation... We’ve gained hours upon hours of up-time since training someone as a planner to fully utilise the maintenance scheduling functionality within AMOS.”

Andrew Thomson, General Manager, Mupane Gold

“Addax take care of everything,” he says. “We don’t need to worry about maintaining IT infrastructure, technical problems, updating or backing-up data, software problems etc, everything just happens in the background without us even knowing which is superb.”

Andy says maintenance at Mupane was haphazard until the mine invested time in identifying all the assets and tasks in the plant. The Greentree Software within AMOS was then used to record all relevant information, and the system now enforces a disciplined and proactive approach to maintenance. Greentree generates a numbered Service Request and assigns the responsibility for carrying out the work to the relevant person or team, with the

system’s calendar function taking care of all scheduled maintenance. Andy says Mupane have “gained hours upon hours of up-time since training someone as a planner to fully utilise the maintenance scheduling functionality within AMOS.” Nothing gets missed.

Andy explains that Addax’s mining industry knowledge was invaluable when it came to defining the parameters for the more analytical management reports compiled in Excel. Mupane’s supervisors enter performance data into AMOS and have it reported back in both graphical and text formats. Addax maintains the applications on servers in Australia so Mupane do not need to train in-house experts in Excel or report writing.

Mupane’s remote location means running out of supplies simply isn’t an option. “AMOS reporting enables us to utilise its purchasing and stores functionality to ensure we never run out of anything, and that ordering is done in plenty of time, economically,” says Andy. Purchasing integrates with the warehouse so stock levels are always available.

As Mupane has evolved, AMOS has matched the information needs of each stage. The ‘best-fit,’ integrated environment offered by AMOS and Greentree Business Software, circumvents the need for 3rd party systems. The solution enables Andy to monitor, analyse, report, manage and contain costs which are critical success factors in any mining operation.



### Benefits at a glance...

- **Scalability** to match the needs of a mining operation with the flexibility to add functionality ‘as required’
- **Integrated** nature of AMOS and Greentree Software removes the need for 3rd party systems or complex, expensive customisation
- **Smooth implementation** and peace of mind follow up support due to body of mining industry knowledge of Addax consultants
- **Enthusiastic user uptake** is testimony to the ease of use of Greentree Business Software
- **Addax’s comprehensive IT services** remove the need for costly IT infrastructure

### About Mupane Gold

The Mupane Gold Mine is located 30km southeast of Francistown in the Tati greenstone belt in southern Botswana. It is an open pit operation, with mining in the main Tau pit and several smaller pits carried out by a contractor. Mupane, a Gallery Gold discovery in 1998, began production in late 2004. The mine was acquired by IAMGOLD through its acquisition of Gallery Gold in 2006.

[www.iamgold.com/mupane.php](http://www.iamgold.com/mupane.php)

### About Greentree International

One of the largest Business Systems software vendors in the Asia Pacific region, Greentree International specialises in developing financial and business management software solutions. The organisation was rated one of the global 25 Rising Stars by MIS magazine, placing it in the company of IT heavyweights such as Google.

[www.greentree.com](http://www.greentree.com)

### About Addax Business Solutions

With offices in Perth and Sydney, Addax has provided both Australian and international companies with comprehensive and effective business solutions and strong customer support for more than 15 years. Addax combines the experience and skills of a dedicated team of business systems architects and consultants with the most advanced application software to deliver the best business system for your organisation.

[www.AddaxSolutions.com](http://www.AddaxSolutions.com)



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