

PLATINUM IM IS CHANGING IT SOLUTIONS INTO BUSINESS RESULTS

- Increase the visibility of the value chain
- Instill new, innovative ways of operating
- Enhance productivity, service delivery and client satisfaction

Business objective

Platinum Information Management (IM) is converting traditional technology-based assignments into business focused projects that deliver business results using an improvement and change management methodology called Rapid Results.

Rapid Results is supported by Mining & Technology's Technical Solutions function.



Rapid Results has helped Platinum IM to expand the teams' operational capacity and level of innovation.

Projects

Some of the first Platinum IM projects that were implemented using the Rapid Results methodology:

The project management information (PMI) project:

Platinum IM developed a project management information reporting dashboard, providing management with a single source, near real time report on the status and health of Platinum's capital project pipeline that it delivered in 100 days versus an unfinished 18 month attempt previously at the same deliverable.



Single source, near real-time reporting

Fast forward mining daily reporting project:

This reporting solution presents mining data automatically and directly from the source to management without any human interaction, eliminating human error and time delays. It is available electronically and on mobile devices and allows management to drill down into further information as required. For the first time, quality production, safety and labour reports are available on a daily basis to management across operations, enabling fast, meaningful business decision making. Rapid Results helped put the client into the driving seat of the project, upping the project's success.



Quality production, safety and labour reports available on a daily basis to management

Windows 7 roll-out project:

This traditional IT upgrade project involved migrating 2,800 personal computers from Windows XP to Windows 7. Rapid Results helped the team overcome obstacles and come up with innovative ways of achieving the set goal.



Innovative ways to achieve goals



We have raised the bar and stretched ourselves to achieve challenging, shorter-term objectives. As a result, we have upped our productivity, our service delivery and our client satisfaction and have challenged our service providers to do the same.”
Shawn Fisher, Head of Platinum IM, September 2013

PLATINUM IM IS CHANGING IT SOLUTIONS INTO BUSINESS RESULTS continued

- Simplifies project deliverables
- Increases client participation
- Delivers sustainable change

Methodology

- 1 Reverse engineering**

Platinum IM applied reverse engineering to its projects, defining the results first and setting 100 days for the teams to achieve the objectives. The Rapid Results approach helps to define project deliverables into smaller, shorter-term quotas, increasing their achievability.
- 2 Implementation team**

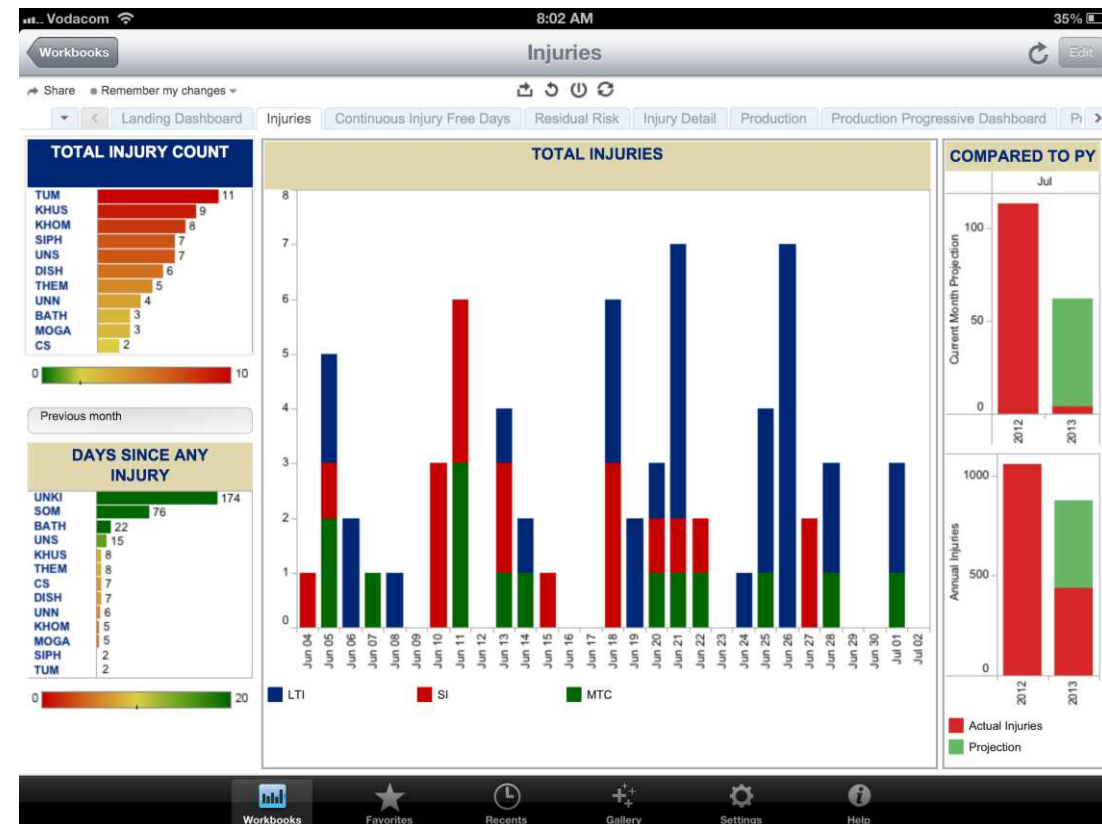
A broader project implementation team composition was needed to achieve the defined objectives. Individuals outside the IM team were identified and invited to participate in what was previously perceived as "IM" projects. This brought additional expertise to the teams, and added broader visibility of the business value higher up the value chain.
- 3 Project ownership**

Shorter-term deliverables significantly increase the buy in and participation by clients, which helps to transfer the project ownership to the client. Traditionally IT projects are IM driven; setting the client in the driver seat improves the rate of adoption and adds to the project success due to their increased commitment and support.
- 4 Internal resources**

Platinum IM used internal resources for the development, implementation and support services for the information solutions. As a result, sustainable business solutions are delivering cost and time efficiencies and improving overall client satisfaction.
- 5 Sustainable operational improvements**

Rapid Results has helped Platinum IM achieve sustainable operational change by transforming some of the daily processes and systems; implementing additional checks and controls; and ensuring buy-in and support at appropriate levels.

Daily reporting dashboard - outcome from Platinum IM project using the Rapid Results methodology



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