



case study

An assistant for every worker

Hyper-Personalisation

Conversation and Language

Prediction

Brief

Oceana Gold, a global mining company, wanted to improve the productivity of their maintenance field workers by providing a more efficient way to review and close work orders, check stock, make reservations, and raise safety events.

Solution

"We use a natural language interface to massively simplify the way people work. The experience is personalised and focuses on saving time for workers in the field, and ensuring data is captured digitally."

- Andrew Ong, Head of Technology at Red Marble

Red Marble built "Goldie", an AI-powered natural language system that enables operators to talk to their IT systems from anywhere on site, with some tasks being done in just 20% of the time that it used to take.

The software is deployed globally across sites in New Zealand, Australia, Philippines and USA.

"One of our challenges as a business is how we keep our people connected to important IT systems. The solution is to remove the need for a computer by eliminating the multiple application interfaces and create a single interface that is accessible from anywhere, not just onsite, but anywhere in the world. We noted significant improvements in streamlining work processes. In one case, we saw a time reduction from 2 minutes and 30 seconds to complete a task to only 37 seconds."

- Kerrie Barker, Oceana Gold