

## **Case Study:** Maintenance and Operational Support Savings

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**We helped a mining client eliminate over US\$150K**  
annually in OEM maintenance and operational support costs

### **Problem**

Mining operations that rely on proprietary fuel management systems often face significant ongoing maintenance costs and operational expenses associated with system support.

One major mining client was experiencing high recurring costs to keep its fuel management system operational. These expenses were driven by specialised OEM maintenance services, spare parts management, on-site contractor support, and the administrative burden of contractor accreditation and HSE compliance.

This OEM-dependent support model created a costly operating environment that relied heavily on external vendor resources, resulting in higher maintenance costs, slower response times, and reduced operational efficiency.



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### Solution

**VERIDAPT** replaced the client's OEM-dependent fuel management system with a highly reliable fuel management platform designed with fewer failure points and a simpler, easier-to-maintain architecture.

Because the system is more reliable and experiences significantly fewer hardware failures, it no longer requires specialised OEM technicians for routine maintenance. This enabled day-to-day support to be transitioned from outsourced contractor resources to the mine site's own maintenance team, reducing reliance on external vendors while enabling faster, more efficient support using existing site personnel.

By improving system reliability and simplifying maintenance, **VERIDAPT** helped the client reduce operational costs, improve maintenance efficiency, and gain greater control over its fuel management operations.

### Benefits

- Over **US\$150,000 in annual savings** by transitioning routine system support from outsourced OEM technicians to the mine site's own maintenance team.
- **Reduced maintenance costs** by replacing specialised OEM support with mine site maintenance personnel.
- **Reduced spare parts management overhead** by minimising hardware failures and reducing the need to procure, stock, and manage OEM spare parts.
- **Reduced contractor call-outs** through a more reliable fuel management system with fewer hardware failures.
- **Lower administrative overhead** by reducing contractor mobilisation, accreditation, and HSE compliance requirements.
- **Faster issue resolution** with mine site technicians able to respond immediately without waiting for external contractors.
- **Greater operational efficiency** through a simplified, highly reliable fuel management platform.
- **Improved operational control** by enabling the mine site's own maintenance team to manage day-to-day system support in-house.