

Case Study

# A New Era of Dispatch for Enterprise Level Mining Operations

## Overview

### Continuity, Reliability & Redundancy

A lot can change over a quarter of a decade, including the growth of one Australian mining company to 14 mines, 2 ports and more than 2500km of rail line. More mine sites continue to be added every year, with safety of their thousands of employees absolutely paramount. The Operations Centre is managing radio communications of all 14 sites for all mine operations and support services. It is located more than 1600km away from the remote sites, and have a continuing 24/7/365 working operation, so constant and up to date communication through radio dispatch is essential.

Over all these years, Omnitronics has always been there to offer and introduce state of the art dispatch systems to the needs of the operator. Omnitronics have a long and extensive relationship with many mining companies, some for greater than 25 years.

“ Absolute reliability along with the ability to customize the solution to their specific requirements were critically important considerations for the customer.

Micheal Parker | Mining Account Manager

### Rewind to 2009

The company have a long history of using older, analog interface consoles across their many sites, and was one of the first to deploy the Omnitronics DX64 Dispatch Management systems. Over time they have come to a position where they are capable of transiting to new digital radio technologies.

**Customer Profile**  
Multi-national mining company

**Application**  
Centralized operations centre  
More than 1600km from site.  
Site active 24/7/365  
Fully redundant systems and IP paths  
Variety of mediums  
(fibre, wireless, satellite etc)

**Business Benefits**  
Increased safety  
Increased productivity  
Reliability  
Ever-changing technology to meet company standards & needs.

**Products Used**  
DX64  
DX-Altus Digital Radio Management System  
**omnicore**



 **omnitronics**

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# Dispatch Evolution

## DX64

Touchscreen interface with a configurable layout.  
VoIP connection to remote sites.  
Auto fail over redundancy.

2009

2014

2020

## DX-Altus

Fully IP system with multi-system redundancy  
Interconnect people, protocols, technologies  
& manufacturers.

## omnicore

Server based architecture with fail-over clustering  
100+ operators and 200+ radio channels simul-  
taneously.

The upgrade to DX64 provided the company with many additional features such as, full system redundancy at the main Operations Centre, with fallback sites available at remote locations in case of network loss; auto change over from main to standby system without loss of functionality (or channels) on detection of a fault condition.

## Fast Forward to 2014

The operator transitions to the DX-Altus Dispatch Management system. This allowed them to retain their existing feature set, but brought new advances and updated technology – something which they are looking at replicating in the near future.

The DX-Altus delivered a number of benefits, including: access to more radio channels, IP connected consoles, enterprise level redundancy; digital functionality.

Omnitronics has a long history of working collaboratively with customers, and a close, long-standing partnership with this multi-national mining operator.

The two companies' Engineering teams have worked together closely to define the unique considerations needed within mining operations and implemented many mining specific functionalities directly into the system that are now available to all customers.

## The Future Looks Bright: 2020

Technology is evolving, the customer's operations continue to grow, and they're yet again faced with the decision to upgrade. The next generation system needs to be compatible with many different communications mediums.

The new Omnitronics Dispatch Management System **omnicore** is the upgrade they are looking at. **omnicore** can be deployed in the cloud, data center, locally and remotely. It not only evolves the important attributes of the DX-Altus system, but also provides a digitalised system and new features. These include system reporting, system dashboard (allowing managers to view system health in real time), "Quick Reports" (generating regular reports on a variety of system KPIs for automatic distribution to managers), post incident reporting linked to voice recordings, user definable functions, **emergency and blast tones and messages**, interface to other technologies (SMS, email, network management systems, etc).

## Conclusion

With the upgrade to **omnicore**, the customer would be investing in their future. **omnicore** delivers consistently updated technology and advanced safety and efficiency applications. The organic upgrade from DX-Altus to **omnicore** promises a seamless transition with minimal training required, for operators familiar with the previous system; overall assisting the growth of the company both in size, and quality.