



Time On Their Side

Purchase Request Smart Forms
Ensuring Critical Supply & Demand

Mining in Australia is a multi-billion dollar industry which never sleeps. Downtime and loss of production come at enormous cost to mining operations even for short periods of time. With the stakes so high, it is critical to keep business moving and all functions of the business must play a role.

The purchasing function, as in any industry, faces its own set of challenges to minimise cost and provide goods on demand.

The reality is that however far removed they may seem from the frontline, the purchasing hub can directly impact downtime. While the responsibility is great, the nature of purchasing makes them almost invisible when they are performing at their best. But just like the adage of a duck on a pond, there is a lot of work happening beneath the surface.

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For the central purchasing function of Australia's biggest miner, BHP, "it's about getting parts to site", says Belinda Hamilton, superintendent in purchasing.

Managing the high volume of requests within service level agreements was not something that shared mailboxes in Outlook had the capability to track and control.

The process was "unstructured and inconsistent". The requirements were straightforward: the purchasing function needed visibility across the team in order to manage their volumes and monitor their SLA's. Leveraging case management software to achieve this was a given.

Already used extensively in other areas of BHP was MineStream's VersaSRS, the company's knowledge and experience of the system created an easy pathway for adoption in the purchasing function. While VersaDev's own knowledge of BHP's business structure and requirements made the implementation virtually effortless.

The benefits of standardisation and the ability to reallocate work are now enabling the purchasing team to place resources where they are most needed.

This has a flow on effect to way they are able to control their freight costs to deliver parts to site.

"As a leader or a manager you can redirect work accordingly based on volumes or key areas. That's how we manage the volumes of what we need to put on urgent freight requirements as opposed to general freight requirements."

Getting the right data in can be as important as getting the goods out. The purchasing team have set up forms within MineStream's versaSRS for their customers to generate requests. This has saved time at both ends of the process.

"The form auto-populates how we want (data) to come into us so that we can process that transaction. That has made it easy because then you can use your accounting package to copy and paste from versaSRS to do the high logging transactions where required."

When asked about how the software has been received within the purchasing team, Belinda replies, "Like with anything, change is sometimes daunting. But I find, once individuals have spent a bit of time working in versaSRS they quickly get won over on how they can manage their own workload, by letting versaSRS work for them."

Providing a 100% Fit Every Time

Our strength is our team and its ability to quickly respond to a customer's ever changing business's needs. Our philosophy is to deliver our customers with excellence. We understand that business requirements need attention to detail, an emphasis on quality and a quick turnaround.

Our solutions are delivered via a web browser, yet offer a look and feel users would expect from a thick-client desktop application. Browser delivery allows our software to be easily deployed and updated from a central location. This reduces the need for IT specialists deploying patches through planned outage.

Our solutions can support businesses of any size, whether they are a multi-national enterprise customer or simply growing an idea. We can deliver a range of solutions to improve business processes and business critical applications.

As a Microsoft Certified Partner our software solutions are built on fully scalable Microsoft Technologies. Our systems interface with email gateways and can extract contact data via Active Directory and ERP vendor data.

We can also provide migration services to bring data across to our solutions.

Our experience ensures that databases are optimised and performance is maintained.

The capacity handling of our solution, its ability to grow with your business, to provide visibility of key activities, and meet key business deliverables is at the core of the solution. Our software meets audit and compliance requirements to reduce the risk within a complex business structure.

Our products are truly scalable.

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