

Immersive Technologies Simulator Growth Drives Significant Customer Results in North America

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The installed base of Immersive Technologies mining simulators in North America has seen consistent growth since the deployment of the first-generation units in the early 2000's.

Today, early adopters are upgrading their technology to the latest models while new customers are coming onboard at an accelerating rate. North American customers are increasingly obtaining quantified results in targeted areas such as lower spot times, higher dig rates and reduced machine abuse events caused by operator actions.

Long-time customer Rio Tinto Kennecott will now be utilizing [Managed Services](#) and a [transportable PRO4](#) to train operators on wet weather conditions. The majority of Kennecott's haul truck operators have less than two years' experience due to a very light snow year in 2017/2018 many have not had to deal with the challenges that heavy snow brings. Kennecott are running all operators through simulator-based training to build confidence in those conditions. As all operators will be trained, data will be generated which help identify more opportunities for targeted training interventions relating to safety, productivity,

and unscheduled maintenance. New-hire training is also part of Kennecott's program and will continue to be a focus into 2019.



Bighorn Mining, a green field operation in Canada, is currently using Managed Services and an [IM360-B](#) to ensure they develop an elite locally-trained operator workforce. Bighorn Mining Management chose the combination of simulator-based training and Professional Services from Immersive Technologies due to the proven track record of [quantified ROI](#).

At Peabody - North Antelope Rochelle Mine (NARM) in Wyoming, a recently concluded Managed Services project returned positive and impressive results over the course of only five months that saw NARM achieve:

- 2.4 second spot time reduction.
- 9,166 monthly decrease or 57% improvement in Operator Induced Machine Events (Alarms).

"NARM continues to be one of the top achievers in operator improvement. Their commitment to the safety and improvement of their staff is apparent by the results they achieve," says Anthony Bruce, Immersive Technologies Regional Vice President – North America.

In Mexico, an underground hard rock customer has reported that with the help of an Immersive Technologies' Embedded Trainer they achieved:

- 96% reduction on rear brake heating events
- 86% reduction on front brake pressure drop events
- 79% reduction on transmission abuse events
- 4.5% reduction on fuel consumption, representing \$444,181 USD on annualized savings

"The fusion of Managed Services and [simulator technology](#) is a powerful combination as North American customers have quickly realized following their implementations over the last decade. The fully supported solution by Immersive Technologies' Managed Services architecture drives quantifiable return on investment. It includes pro-active supervision to drive best actions and access to select intellectual property for training and continuous improvement," Bruce says.

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About Immersive Technologies

Immersive Technologies is the world's largest, proven and tested supplier of surface and underground Advanced Equipment Simulators to the global mining industry. The company has achieved this unique position by focusing on its mission to increase Customer profitability by optimizing the safety and productivity of their operators. Immersive Technologies' Advanced Equipment Simulators are helping hundreds of mining companies around the world to increase their equipment operators' safety and site profitability through effective simulation training.

Immersive Technologies provides its customers with the most effective Advanced Equipment Simulators available. This is made possible through the formal licensing and technical information alliances Immersive has established with the leading Original Equipment Manufacturers (OEM), including: Caterpillar Global Mining, Hitachi, Komatsu and Liebherr. These unique alliances provide Immersive Technologies with access to the OEM's proprietary and confidential machine technical information that is required to correctly simulate the OEM's machines and is not available through other public or dealer channels.

With advanced simulator modules deployed in 44 countries, Immersive Technologies is dedicated to provide outstanding service. To deliver on this commitment the company has customer sales and support offices located close to its customers in Perth and Brisbane Australia, Salt Lake City USA, Fort McMurray, Ottawa & Vancouver Canada, Monterrey Mexico, Lima Peru, Santiago Chile, Belo Horizonte Brazil, Bochum Germany, Johannesburg South Africa, Jakarta Indonesia, Kolkata India and Moscow Russia.

Immersive has the global mining experience, innovative technology, product range, OEM relationships, proven support commitment and industry vision to partner with you to ensure your simulator training solution delivers the significant results you expect.

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