



CASE STUDY: SHELL GET TRACKER



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Bringing technology into the field.

Shell's mining operations around Fort McMurray have unique challenges around repair management in a remote Northern environment. Recording maintenance downtime on diggers, teeth, and buckets was handled manually and there was no insight into predictive patterns. Vertical Motion designed and developed a GPS-capable, wireless tablet application to manage time and parts recording, leading to reporting breakthroughs.

Designing the solution

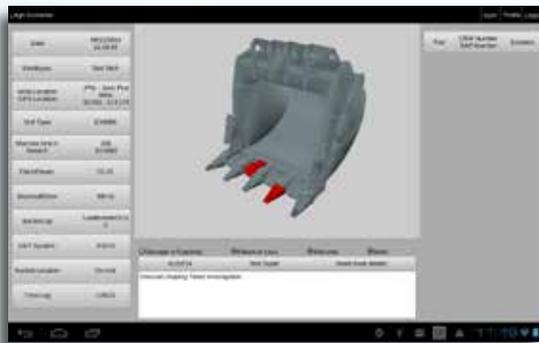
Shell knew that they wanted a mobile application for field technicians, but worked with Vertical Motion extensively to determine the best solution for replacing their dated paper and spreadsheet system. In collaboration with the client in a series of requirements-gathering sessions, Vertical Motion developed the project plan with wireframe diagrams, user experience workflows, and delivery milestones.

We were blown away by Vertical Motion's ability to look within our business and really understand how our people worked. It meant they truly improved our process, rather than just duplicating it in another medium.

- ANDREW MACKOWSKI, SHELL

Touch (screen) and go

Given the amount of data to present and the intricacy of the diagrams being used, a truck-mounted Android tablet solution was chosen. Technicians in the field are now able to touch-select their location, their vehicle, and individual parts of the diggers on blown-out blueprint diagrams. They start a timer to record the time commitment and percentage of effort for each component needing maintenance or replacement.



GPS & Insightful Reporting

Global Positioning technology led to a process breakthrough for Shell: reporting could now be tied into physical location. If a particular digger was consistently losing more than the expected number of teeth on one side of a mine due to a difference in geology, predictive preventative maintenance could now be put in place to reduce downtime in waiting for parts. Reporting was also tied to user identities, ensuring performance metrics based on real facts and time management.

The application was built in tandem with a web-based administration back-end. It features powerful filtering capability, fingertip visibility of equipment inventory no matter how remote, the ability to favourite anything from maintenance reports to equipment for easy access, and robust, secure communication with remote tablets for information that's always up-to-date.



Confidence in Delivery

The application is now in use in several mines in Northern Alberta. "We were consistently impressed by Vertical Motion's ability to independently follow through on their plans on time and on budget," Andrew Mackowski explained. "They have integrity and do what they say they're going to do. I'm often traveling and I felt comfortable knowing that progress was being made without having to micromanage the development."



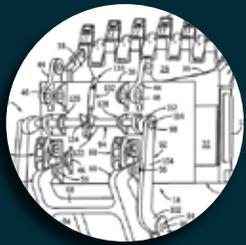
Shell tracks maintenance in multiple mines with GET Tracker



Technicians can now record their work paperlessly and remotely



A digger bucket like those maintained onsite with the GET Tracker



Detailed technical diagrams used in identifying parts for maintenance