

**SUMMARY**

Implementing TRACK and MServ at a global mining leader transformed their contractor management, realizing 12% annual savings. The company set a new standard for cost control and project execution by using the software to tackle payment accuracy and workforce oversight.

**THE CLIENT**

International Mining Company

**INDUSTRY**

Mining

**HEADQUARTERS**

London, UK &amp; Melbourne, Australia

**COMPANY SIZE**

50,000+ employees

100,000 contractor workforce

**ANNUAL REVENUE**

\$50 Billion

**PRODUCT USED**

TRACK &amp; MServ

## Global Mining Leader Reduces Contractor Costs by 12% with TRACK and MServ

### Audit reveals invoicing gaps affecting 30%-40% of total contractor spend

One of the world's largest metals and mining companies has a contractor workforce of more than 100,000 and annual sales revenue of more than \$50 billion U.S. dollars. Founded over 150 years ago, the company plays a pivotal role in today's global energy transition. They produce essential materials like copper, aluminum, lithium, iron ore, and nickel, essential for powering electric vehicles, wind turbines, and other renewable energy technologies.

The company leans on its contractor workforce to scale its mining operations because complex mining and infrastructure projects require specialized expertise. The international mining company discovered numerous invoicing errors through a series of audits due to gaps in its contractor execution process.

The mining leader turned to Management Controls (MCI)'s TRACK software to control and improve the visibility of daily on-site operations. As a result, they increased contractor compliance, saving the company an average of 12% per year on its annual contractor spend. The company also leaned on MCI's managed service offering—MServ—to achieve further productivity, efficiencies and cost-effectiveness to drive operational excellence.

### Audit Reveals Invoicing Errors and Blind Spots

It is challenging to pay contractors accurately and promptly as per their negotiated contracts. Without a comprehensive system to continuously track purchase orders, hours, and resources, the international mining company knew it would struggle to maintain good working relationships with its vendors and suppliers.



## The Challenge:

Contractor Payment  
Accuracy



## The Solution: Purchase Order and Vendor Clarity

Audits revealed numerous invoicing errors that impacted 30%-40% of its total spend allocated to contractor payments. Without visibility into contractor activity across mine site operations, the mining company found it difficult to control the cost of labor, equipment, and material spend. They knew these blind spots could impact their budgets and timetables for critical construction and maintenance projects.

Contract compliance was also needed to ensure the mining company was operating within regulations. One of today's most regulated industries, mining companies must be hyper-aware of regulations to avoid potentially devastating penalties.

### TRACK and MServ Deliver Transparency and Control

The mining company implemented TRACK to better control and gain insights into their contractor spend and payment accuracy. However, the company knew that change, even when needed, can be difficult. Therefore, once it decided on TRACK, it wanted to get its foundational processes in order with the new system.

As part of this process, the mining company engaged the MServ team to level up its processes and ensure it was getting the

most from its TRACK implementation. By embedding TRACK experts within its organization, the MServ team removed the administrative burden from the company's internal team. Shifting administrative tasks to the MServ team helped achieve greater productivity, efficiency, and cost effectiveness by helping them to focus on their core business.

With the implementation of TRACK and the help of the MServ team, the international mining company gained greater transparency into vendor activity. With these new insights, the company could pay vendors accurately and promptly—a win for vendors and the mining company.

"Prior to TRACK, we had blurry visibility on what vendors had been paid or even if they had a purchase order," said a Contractor Management Lead (Superintendent). "Now [after TRACK was implemented] we can clearly see what worker's time needs to go to a purchase order and who is the vendor that is waiting on the payment."

### TRACK Improves Overall Site Efficiency and Productivity

The mining company has seen many benefits since implementing TRACK.

"We're seeing savings in general, depending on where we are in the world, of 12%," said the Vice President of Procurement for the mining company. "We spend billions a year on contractors and Management Controls fills a gap for us."

What's been the key to implementing TRACK and realizing the savings? For starters, vendor buy-in has been critical. Some vendors have hit an almost 90% threshold of processing hours through the software.



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– Vice President of Procurement





## The Results:

### Real-time Data and Insights

#### Key Results

- Gained visibility into contractor activity across mine site operations
- Established cost control of contractor labor, equipment, and material spend
- Installed automated and precise contractual compliance and self-auditing solution that eliminated manual invoice and contractor activity checks
- Achieved real-time data insight and the ability to course-correct
- Improved overall site efficiency and productivity
- Ensured fatigue, health and safety compliance
- Enhanced vendor relations

Visibility into contractor activity across mine site operations has been a big win for the company. Today, contractual compliance is now automated and precise. A self-auditing solution like TRACK means the company can eliminate manual invoice and contractor activity checks. These steps have improved overall site efficiency and productivity.

With TRACK, every work hour, every resource, and every job are visible, promoting compliance and undisputed contract term delivery. The real-time data and insights help the mining company be agile and course-correct mining projects and operations as needed.



#### 12% Savings on Contractor Spend in the Billions

With outside pressures mounting, it's more important than ever for mining companies to operate as efficiently and effectively as possible.

This mammoth international mining company employing over 100,000 contract workers recognized that invoicing and expense errors for equipment and materials were obstacles in its productivity and profitability.

The mining company turned to TRACK to ensure accurate invoicing. The software, along with the MServ team, empowered the mining company to achieve 12% savings on their contractor spend, which is in the billions.

With access to real-time data, the mining company has greater insight into day-to-day activity—plus they are better equipped to do long-term planning,

## Get Started With myTrack and MServ

MCi helps companies of all sizes gain better visibility, control, and productivity from their workforce. We put owners and contractors on the same page. myTrack is the next-generation TRACK Platform for contractor data management. MServ accelerates your myTrack implementation for faster results. Learn more about how myTrack and MServ can help your company better manage and reduce contract labor, equipment, and material costs.

### ABOUT MCI

Management Controls Inc. (MCi) is a developer of a Contractor Data and Spend Management platform designed for industries that rely heavily on contractors for operations, routine maintenance, turnarounds, and capital projects. The company's myTrack software offers an end-to-end solution for all parties involved in tracking the costs of contractor labor, equipment, and materials, transforming the working relationship between owners and contractors by providing both parties full visibility, significant cost controls and immediate savings.

## Connect With Us

Find out how the myTrack Platform can help you better manage and reduce contractor costs.

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MANAGE TRACK OPTIMIZE

