



Cutting through the noise
and doing business smarter for

The Mining Industry

In the wake of the COVID-19 pandemic, companies must keep their employees and clients safe, while giving their people the ability to stay connected AND working as close to normal as possible. Itec has rolled out a high-tech thermal screening solution and upgraded the video conferencing capabilities of one of South Africa's oldest mining companies to address these two challenges.

A mining company gears up to stay safe and connected

EXISTING ENVIRONMENT

MINING INDUSTRY

As with all companies in the mining industry, one of South Africa's oldest mining companies is responsible for keeping up with the demand for their product in the practical blue-collar environment of the mines themselves, as well as the strategic and administrative wings of their head offices.

This mix of manual labourers and office workers poses a unique challenge in safety, compliance, communication and collaboration. In short, there are many moving parts that must work together for the business to stay in the black.

Personal safety and theft prevention are familiar security considerations, but with the recent global pandemic of COVID-19, health safety has become a vital factor. The need for consistent and effective communication across remote sites, as well as restricted movement for employees across the globe, has pushed the optional benefits of convenience and efficiency from video conferencing, to a pressing need.

THE CHALLENGE

SCREENING AND COMMUNICATION

The mine was one of many South African companies looking to technology tools to maintain 'business as usual' through the COVID-19 lockdown and beyond. Companies are being challenged on many fronts as they gear up to deal with the crisis: they have to keep their employees and clients safe, while giving their people the ability to stay connected and working as close to normal as possible in the face of the pandemic.

The mine required a wide-ranging initiative to protect its employees from the spread of COVID-19, mainly through contactless thermal screening for elevated temperatures, which is the one of the earliest symptoms of the virus. In addition, due to social distancing measures and remote working requirements, the mine wanted to connect more efficiently with its global partners and enable effective remote work in the face of the pandemic.



SAFETY AND COMMUNICATION FAST TRACK BUSINESS AS USUAL

A high-tech thermal screening solution, and upgraded video conferencing capabilities, are allowing one of the oldest mines in South Africa to operate in the wake of the pandemic.

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BUSINESS
SERVICES



The Mining Industry

An Itec Case Study

Hard work and dedication from our Itec Direct Sales Account Manager, Natasha Introna, in collaboration with our project and installation teams, built a strong foundation in this long-term customer relationship.

- Elia Menezes, Itec Direct National Sales Manager

THE SOLUTION

THERMAL SCREENING & VIDEO CONFERENCING

Itec rolled out a high-tech thermal screening solution at one of the company's mines in Limpopo, and at its Sandton head office. The solution, which was rolled out in record time by managed business solutions provider Itec Direct, will provide instant temperature screening of people passing the various devices with no human contact, and flag any abnormalities with an alarm whilst also integrating to the access control system.

Itec also upgraded the company's video conferencing capabilities, rolling out cloud-based solution StarLeaf to connect more efficiently with its global partners and enable effective remote work in the face of the pandemic.

From site inspection to rollout, the temperature screening solution at the miner's head office was installed within a matter of days, using Hikvision thermal bullet cameras and facial readers with temperature screening, to ensure it was in place before staff returned to work. The StarLeaf installation had been planned before the pandemic struck, but its implementation was fast-tracked once the client was comfortable with the solution and its capabilities.



KEY FACTORS AND FUTURE

ADAPTIVE AND COLLABORATIVE

Technology and cloud software tools can play a major role in both the fight against COVID-19 and keeping businesses running. In addition, the urgent and unexpected nature of the pandemic has demonstrated the technology's quick turn-around time, availability, adaptability of the technology itself, as well as the service provided by Itec Direct.

The thermal screening solution allows for safer, faster and smarter temperature screening, with non-contact measurement that avoids physical contact, one second skin-surface temperature detection, and AI technology and compensation algorithms that greatly improve accuracy and reduce false readings.

The video conferencing solution allows users to connect across a range of platforms, regardless of location or device, and the existing tools they have in place. Its latest new features include the ability to integrate easily with Microsoft Teams.



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