



MMG Transforms Global Shared Business Services with *assyst*

- 1987**
Founded 
- 2009**
Listed on Hong Kong and Australian Stock Exchange 
- 3,491**
Full time employees 
- \$3bn**
Revenue 
- 4**
Sites across Peru, Australia, Laos and Democratic Republic of Congo 

About MMG

MMG is a global leader in the mining sector, operating copper and zinc mines in Australia, The Democratic Republic of The Congo and Peru.

The organization was founded in 2009 and is headquartered in Melbourne, Australia and listed on the Hong Kong Stock Exchange.

MMG's vision is to be the world's most respected mining company. The major shareholder of MMG is China Minmetals.

MMG - The Challenge

MMG operates a Shared Business Services team that supports the organization through hubs located in Laos, Peru and the DRC.

The group provides internal services including Finance, Payroll, Human Services, Travel and Facilities for 3,500 staff globally as well as hundreds of vendors.

The Shared Business Services used multiple email mailboxes to manage the queries and requests received. They had no ability to track progress of requests, no understanding of how the workload was shared across team members and no ability to track the common requests and issues.

The Vision

Robert Herring, MMG's Manager of Service Management since 2010, states that the department heads endeavours to develop MMG into a leading, second-tier mining organization globally through current and future technological innovation and efficiencies.

They needed visibility of services, self-service for requests and the ability to log and track in multiple locations and languages across the globe.

A single source of truth allows MMG to record and report the number of requests and the requisitioning cost in terms of time and money, and identify departmental pain-points or process blockages.

The ability to provide self-service requests around the clock, in both English and Spanish, was required to allow mining workers to focus on improving productivity rather than administration.

Challenge



MMG's Shared Business Services (SBS) team used multiple email mailboxes to manage the queries and requests of 3,500 staff and hundreds of vendors. The vision was to gain visibility of services and requests across multiple locations and languages.

Solution



assyst's Service Catalog was selected by MMG as a front end for the Technology Services provided by a third-party vendor. Later, *assyst* was expanded across the entire SBS team to streamline its operations and facilitate Service Requests and Incident Management.

Results



Across all global sites of MMG, staff can manage workflows and track requests in multiple languages. In 2018 alone, over 33,900 incidents and over 42,900 Service Requests were logged within *assyst*, as well as 56,000 tasks allocated and over 700 decisions approved.

"The assyst process workflows allow us to implement the solution right across the business, and as we grow we can add more and more automation, giving us the visibility of resources required to fulfil the services. This enables us to save time and money, or use resources elsewhere."

Robert Herring
Manager of Service Management

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The Solution

Via a tender process in 2011, MMG assessed the suitability of the *assyst* Service Catalog as best-in-class and purchased the ITSM solution for the growing business. Initially it was used as a Service Catalog as a front end for the Technology Services provided by a third-party vendor.

In 2014, Shared Business Services required a tool to better track and manage the activities of the Shared Business Services team, and *Assist* was chosen as the platform for achieving this, as it was already being used by MMG's IT function.

The initial implementation included

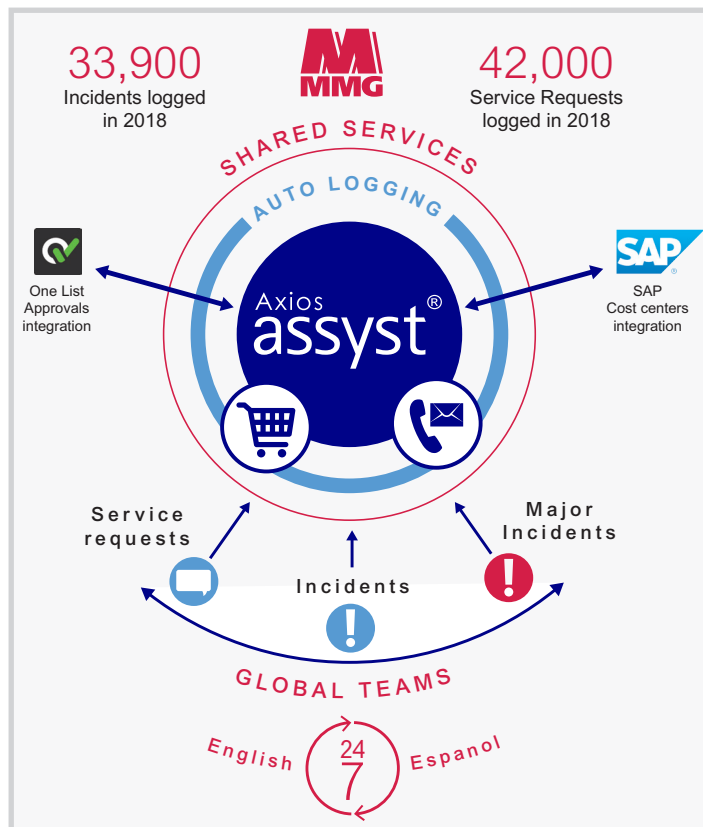
- Developing and agreeing on Service Management process for Service Requests, Incidents and Major Incidents to be managed by the Shared Services teams
- Configuring *assyst* with each of the teams, and setting up the required email templates within *assyst* in both English and Spanish
- Integrating with SAP for costs centres and business unit details
- Integrating with Onelist, which is MMG's corporate approval engine
- Migrating all Shared Business Services mailboxes into *assyst* to trigger automatic logging of requests and incidents within the solution

Once the implementation went live, work was undertaken to further build and develop workflows within *assyst*.

MMG requested Axios Systems to provide a full-time consultant from the Melbourne team to undertake administration of the solution on its behalf, leaving MMG to undertake the allocated roles.

assyst is available globally in both Spanish and English.

As time goes on, Robert Herring feels the adaptability of *assyst* will result in other areas of MMG's business operations utilizing the process workflows to automate business functions for an improved business experience and efficient service fulfilment.



The Results

During 2018, MMG staff logged over 33,900 Incidents and over 42,900 Service Requests within *assyst*, allocated 56,000 tasks and approved over 700 decisions.

assyst's functionality allows the teams to track the incidents, monitor their volumes and highlight any underlying patterns. This allows MMG to understand if there are particular issues coming from one site or department, if many staff are experiencing the same pain-point or if there is a training issue which is required to be addressed.

Across all global sites of MMG, in multiple languages, staff can track their requests within *assyst* and view its current stage, resulting in less calls to the requisitioning teams, and less of a drain on resources.

The Future

MMG is committed to using Axios *assyst* to support the business organization and looking at where *assyst* can further improve productivity.



ITSM & ITOM SOFTWARE

Axios Systems is committed to innovation by providing rapid deployment of SaaS and on-premise service management software. With a global client base in mind, Axios's enterprise software, *assyst*, is an out-of-the-box solution designed to transform IT departments from technology-focused cost centers into profitable, business-focused customer service teams.

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