

## Case Study: Maptek Pty Ltd



### Company Profile

Maptek has been at the forefront of the development of software for science and industry for more than two decades. Maptek is committed to providing a total mine solution, offering products and services based on proven strengths.

Maptek's products provide 3D spatial information, modelling, visualisation and analysis in fields ranging from mining to defence, environmental management and urban planning. Maptek's premier product, VULCAN, is the world's leading 3D mine planning and modelling software. Around 1000 VULCAN licences are installed globally in the mining industry alone.

Maptek's fleet management and production reporting software, MineSuite, has gained worldwide recognition for its reliability, flexibility and user friendly approach to the complex issues of real time monitoring and reporting for mining, process plant and shipping operations.

Maptek is an international company with offices in Australia, USA, Chile, Brazil, UK, Turkey, South Africa and Zimbabwe.

### Business Challenges

Prior to using Gcorp, Maptek operated with a financials system owned and run by a UK based company with a local office. When that local office closed down, Maptek was operating with a solution provider based solely in the UK. As new issues arose, they were now subject to long delays in support response times from an overseas company.

With issues needing to be addressed, new and inefficient makeshift procedures were established. Statements began printing incorrectly and could no longer be sent, requiring clients to be contacted via phone, which added costs and disruption to the business.

**Company:**  
Maptek Pty Ltd

**Industry:**  
Mining

**The Issue:**  
Maptek was experiencing inefficiencies with a financials package which produced errors transferring data to preferred Microsoft applications. Exacerbating these issues were delays in support from a UK based company.

**The Solution:**  
Gcorp Enterprise was implemented, providing seamless integration with Microsoft Office, real time reporting, secure connection capability from anywhere in the world and prompt support response times.

**“Gcorp is an easy to use, easy to learn and stable system for which we receive prompt support.”**

Jim Grose  
Chief Financial Officer  
Maptek Pty Ltd



Due to the lack of a quoting facility within the financials system, individual staff developed different methods of raising sales quotes. This resulted in sales quotes with different formats which contained conflicting figures.

A major issue that remained unsolved was the errors that occurred when transferring data from an Oracle database to favoured Microsoft programs. This prevented Maptek from getting the data in the preferred and most usable format for reporting and data analysis.

As well as these issues, disparate systems being used in each entity of the group made efficient consolidation of results virtually impossible, resulting in a system that could not be relied on as a business tool.

## The Solution

After discussions with Graycorp, Maptek chose to implement Gcorp Enterprise across its Australian offices. Gcorp Enterprise now presents Maptek's information in a user friendly format regardless of location.

Across Maptek's offices, staff have access to real time information allowing them to manage areas of their business covering:

- Accounts payable/Accounts receivable
- General ledger
- Cash management
- Financial reporting
- Sales and quoting
- Production
- Project management

The intuitive interface and ease of use has led to many staff members using the Gcorp system, eliminating the instance of the 'super user'. As a result, Maptek has multiple staff who can undertake tasks within Gcorp regardless of who is available.

Gcorp provides seamless integration of Maptek's data with Microsoft applications allowing Maptek staff to access the information they need in the format they desire, be it a report, a spreadsheet or other.

While providing secure real time off location access, Maptek's Gcorp system operates on the company's internal network ensuring system stability. Peace of mind is also provided with the Gcorp helpdesk offering system support with prompt response times and offsite maintenance.

## The Outcomes

Using Gcorp has enabled Maptek to integrate its core business functions into a single operating system that is accessible across all locations.

With greater access to real time information, Maptek has experienced improved customer, supplier and employee relationships. The company is now able to make better educated decisions based on information from each office's real time position.

Gcorp's implementation has been so successful across Maptek's Australian offices, they have standardised this platform across all companies within the group.

### About Graycorp

Graycorp works with food and beverage, distribution and manufacturing companies offering a fully integrated software solution that provides the business tools to support informed decision making and achieve optimum business results. The Graycorp team offers clients a unique blend of direct commercial experience in distribution and manufacturing consulting, business software development and client support.

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