TOKN

connect your workforce.

Freo

Case Study – Mining Services

Executive summary

Freo Group is a mining services company that specialists in supplying crane hire and material logistics management services. Freo Group deploy highly skilled employees and specialist machinery to some of Australia's leading 'Blue Chip' clients, including BHP Billiton, Rio Tinto, Woodside, Fortescue Metals Group, BP, Chevron, Apache Corporation, Newcrest Mining Limited, AngloGold Ashanti, Anglo American, Wesfarmers, Tronox and Karara Mining.

The Freo Group workforce operates over a wide geographical area and often in remote locations without network coverage. A large part of the work involves the structured and accurate purchasing of goods & services and the timely approval and payment of such purchases. Freo are currently looking for a way to automate their Purchase Order and Invoice Approvals processes. Currently there is no easily accessible way for managers to locate and approve important workflows, requiring them tolog in on a desktop, and spend time locating crucial purchase orders and invoices. This is time consuming and inconvenient and in turn leads to delays and escalations.

As a leading-edge service provider, Freo Group has a vision of working toward a fully electronic and paper free outcome across its internal and external workforce. Freo Group are also driving a safer, more engaged world class workforce, providing real time data to people in the field so they can make informed decisions.

In October 2018, Freo Group engaged TOKN to help fulfil its requirement for device agnostic enhanced digital capability, to better manage its approvals processes and accelerate efficiencies for the business.

TOKN and FREO GROUP delivered enterprise mobile applications for the real-time approval of purchase orders and invoices, and the administrative framework with which to manage them. Freo Group have also adopted the modern approach to Bring Your Own Device (BYOD) meaning that a remote regional mobile workforce uses their own devices, of which there are multiple types, whilst working with intermittent network connectivity.

> "TOKN provides a highly customisable system which facilitates the movement of information through all our branches of business. This removes many costly and time-consuming limitations often incurred by vast geographical differences which Freo Group faces operating depots across the country."
>
> Tony Durey
> Sector Innovation Officer, Freo Group

Solution

The TOKN Enterprise platform was used to provide digital capabilities required, and integrate with MYOB Greentree and other data sources. This include the digital applications management framework for administering the applications.

TOKN is a mobility solution with a focus on being a simple framework that allows minimally trained staff members (with the right permissions) to create a digital apps that can pull data out and push data to various underlying corporate systems.

Digital apps

The TOKN Workbench, Workflow and Control modules were used to create, deliver and manage the apps required. All apps work offline, and on any device type (including Apple, Android and Microsoft for both mobile and desktop deployments). Enabling users to use their own devices.

Applications	Function	Team
Purchase Order Approvals App	Purchase order approvals app, to allow managers to approve and reject all purchase order line item types. Manage multi- level approvals including digital push messaging alerts to managers.	TOKN/Freo Group
Invoice Approvals App	Invoice approvals app, to allow managers to approve and reject all invoice line item types. Manage multi-level approvals in MYOB Greentree. Including digital push messaging alerts to managers.	TOKN/Freo Group

Integration

The TOKN Connect tool was used to enable the connection to multiple integration points.

Systems	Connection	Team
TOKN – MYOB	TOKN connect, was used to integrate the TOKN Mobile client with MYOB using the Rest API.	TOKN

TOKN systems integration and development team is Perth Based and has supported all integration with the FREO GROUP systems.

Outcomes

- Drive increased productivity and engagement in the business. Freo Group estimates a 30% increase in productivity improvement through a more accessible approvals process and the removal of manual paper-based processes, double entry, and expedited the billing cycle;

- Removing time consuming manual process and avoiding manual emails;

- Enhanced the digital capability and increased use of mobility with simple frameworks;

- Increased staff engagement by delivering information and updates directly to the individual in remote locations;

- Offline capability has led to an improved user experience and less interruption to the business;

- Low implementation, installation or hardware expenses. Adopting a Cloud based Solution Freo Group had no installation and application hosting expenses and no on-site support;

- Reduced device provisioning By Adopting a Bring Your Own Device (BYOD) solution, Freo Group was able to support employees using their own devices, this increased engagement and reduced device provisioning expenses.