

Empowering Local Workforces and Accelerating Remote Maintenance in New Caledonia

How Glencore used Telepresenz® Smart Ops™ to connect Perth-based experts with indigenous field workers in New Caledonia — reducing downtime, improving repair accuracy, and enabling continuous skill development.



85%

Faster repairs — reduced from 3–5 days to under 8 hours



75%

Fewer expert site visits — saving significant travel costs and time



100%

Verified work quality — through live expert oversight and recording

Client: Glencore Nickel Operations (JV with Indigenous Partners)

Industry: Mining / Metals & Natural Resources

Scale: Remote nickel mining operations across rugged terrain in New Caledonia

Worker Environment: Hot, humid, and hilly regions with limited connectivity

IT Environment: Partial Wi-Fi coverage with intermittent cellular service; satellite communications under evaluation

Devices: RealWear HMT-1 wearables for field workers; desktops for Perth-based domain experts

Glencore operates nickel mining and processing facilities in New Caledonia through a joint venture with local indigenous companies. The sites are located across vast, remote, and environmentally challenging terrain where access to expert engineering support is limited. When maintenance or breakdown issues occurred, local workers — often new to the industry — had to rely on verbal instructions or wait days for an expert to arrive from Perth. Each site visit involved long flights, complex logistics, and substantial cost.

Connectivity posed another challenge. Cellular coverage was patchy, and Wi-Fi access was available only in select zones. For Glencore, the inability to provide immediate expert oversight not only delayed repairs but also limited on-the-job learning opportunities for local staff.

“Getting an expert on site could take days — or even weeks. We needed a solution that put Perth’s expertise right in the field instantly.”

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

Glencore deployed Telepresenz® Smart Ops™ to bridge the gap between local workers in New Caledonia and Perth-based engineers — allowing domain experts to “see what the worker sees” in real time without travel.

Technicians on-site use RealWear HMT-1 wearables to stream live, hands-free video from the field directly to experts. Through Smart Ops™, Perth-based engineers can view equipment, annotate visuals, share schematics, and provide step-by-step guidance for maintenance and troubleshooting.

Smart Ops™ dynamically adjusts video quality for low-bandwidth environments and syncs recordings automatically, ensuring continuity even when connectivity fluctuates. Every session is captured and archived for compliance, audit, and training.

This not only accelerated repairs but also turned every support session into a live mentoring opportunity — enabling indigenous technicians to learn directly from experienced engineers during real operations.

“Smart Ops has bridged the gap between our local workforce and our engineering experts — it’s changed how we operate in remote New Caledonia.”

After implementing Telepresenz® Smart Ops™, Glencore saw a significant transformation in how maintenance and field operations were handled across its remote sites. Average repair time dropped by 85%, from days to hours. Expert site visits decreased by 75%, cutting costs and reducing the carbon footprint. Most importantly, the collaboration between remote engineers and local staff improved repair accuracy, operational uptime, and overall workforce capability.

By providing continuous, real-time mentorship, Smart Ops™ also accelerated the professional development of indigenous workers — ensuring safer, faster, and higher-quality operations.

Key Outcomes:

- 85% faster repair turnaround times
- 75% reduction in expert travel requirements
- 100% live verification of maintenance work
- Continuous workforce training through live mentoring
- Improved safety and uptime across remote operations

“With Smart Ops, our indigenous workforce is supported in real time by Perth’s best engineers — without ever leaving the mine.”

**About Telepresenz®**

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.