



# Case Study Fortescue Metals Group

## FCM collaborated with Fortescue to launch innovative technology for **FIFO travel management**

Founded in 2003 and now one of Australia's largest iron ore producers, Fortescue Metals Group produces 170 million tonnes of iron ore annually. The Australian operated mining company has discovered and developed major iron ore deposits and constructed some of the most significant mines in the world. The company is recognised as the lowest cost seaborne provider of iron ore into China.

With a reputation for being progressive, Fortescue together with FCM have developed an industry leading solution that integrates Fortescue's complex fly-in-fly-out (FIFO) roster system with FCM's internal working platform. The impressive technology feat is testament to Fortescue's commitment to innovation and the collaborative relationship the company has with FCM.



2009

In partnership with FCM since 2009



4000

Travellers



\$500k

Savings achieved

**FCM**

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## Background

On any given day there could be up to 500 of Fortescue's employees travelling as part of their FIFO staff roster. With over 7000 employees including FIFO travellers flying to 12 remote West Australian sites, extensive executive travel and a growing portion of international travel – Fortescue's travel program is high volume, high performing and demands 24/7 support.

With this much activity going on and complex logistics for staff movement in and out of remote locations around Australia and elsewhere around the world, Fortescue's travel needs are wide-ranging.

With a focus on innovative technology to create efficiencies through automation, an initiative was started to integrate Fortescue's internal logistics management system with FCM's online booking platform. Fortescue sought to:

- Centralise and automate the booking process
- Provide access to real-time data for greater visibility of traveller whereabouts
- Improve the traveller experience
- Utilise booking data to forecast savings
- Strengthen duty of care processes

In summary, the objective was to develop a travel management solution leveraging both technology and expertise to reduce the inefficiencies associated with a complex travel program.

## The approach

The integration of Fortescue's internal logistics management system with FCM's platform represents two years of work and the technical expertise of three key stakeholders – Fortescue and their workforce management system provider Vix Resources, and FCM.

- The initiative was developed during a series of 'discovery and fact finding' workshops between key stakeholders. All the key components of Fortescue's travel program were considered to ensure Fortescue's objectives were met.
- Once the discovery phase was complete, the project moved into the implementation stage, where the amalgamation of the two platforms began.
- FCM provided high-level innovative thinking and advice around the technology solutions to enable the project to take shape.



## RESULTS



One central, integrated travel management and **booking platform**



**Enhanced travel experience** and greater staff confidence in booking and roster management



**Automated travel bookings** synchronised with worker roster up to 12 weeks in advance



**Broader saving opportunities** gleaned from advance booking data



**Better visibility** of traveller status means more comprehensive employee support

Fortescue's workplace roster is now fully rolled into FCM's systems. When a roster is completed, travel is automatically booked for the next three months based on their travel policy.

With the aim to simplify the traveller experience, the integration provides Fortescue's travellers with a new level of confidence that their booking is complete and correct. The synchronisation means travellers have their flights booked for 12 weeks in advance. Employees are now spending less time coordinating travel and more time on the job at hand.

Fortescue's people logistics team can now effectively forecast future travel volume based on the platform's advance booking data. This data better positions Fortescue for managing volume-based negotiations with suppliers. This has created a broad range of new savings opportunities for Fortescue across their high-volume travel routes.

With their new workforce management platform automating the manual day-to-day logistics, Fortescue can now spend more time providing highly personalised and customised support for their people – when and where they need it most.