

## Successfully delivering results 15 years after commissioning

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For 25 years, Immersive Technologies has been working with mining companies across the globe to achieve Real Results in operator safety and productivity – these partnerships have for many years driven quantifiable operational improvement. Successfully achieving these results means consistently deploying solutions in some of the harshest environments on earth. Immersive Technologies' experience and longevity in the industry has produced training tools with unparalleled effectiveness, quality, and reliability.

*"In 1998, PT. Kaltim Prima Coal made efforts to improve operational errors by purchasing a Series 1 Advanced Equipment Simulator and Cat 785/789 Truck Conversion Kit from Immersive Technologies. Proving the value of this early model simulator, KPC have since expanded their training capabilities with two additional Simulators and one excavator and dozer Conversion Kits. Since the introduction of simulator based training, KPC have reduced their overall green operator training from 546 hours to 310 hours (average) and reduced on equipment training requirements from 40 hours to 25 hours (average). KPC hopes to continue to improve effective Simulator utilization and improve training results (through reduced operating errors and increased productivity)."*

Zuheldi, Simulator Training Supervisor, **PT Kaltim Prima Coal-KPC**

Immersive makes significant investment every year to ensure the longevity and upgradeability of their customers' simulator assets. Through clever design and [customer support packages](#), Immersive Technologies is able to install the latest specification computer hardware and software into most of its deployed simulators. Throughout 2017 Immersive upgraded 68 mining operations to the latest generation technology with both computer and software upgrades. A further 125 were upgraded to the latest generation of software. Additionally, customers are taking advantage of the modular nature of their Immersive Technologies simulators by installing brand new Conversion Kit modules to keep step with their changing machine fleets on site. With Immersive Technologies, miners are equipping their teams to meet operational challenges, today, with simulation assets they bought well over a decade ago.

"It's no coincidence that many long-term customers are eagerly taking advantage of the opportunity our programs afford them to update their simulator assets to the latest generation technology. They are gaining access to the culmination of 25 years of investment in the industry's best practice training solution and are notably improving their training outcomes as a result." said David Anderson, **Executive Vice President - Sales and Support**.

In addition to upgrading their simulators, Immersive Technologies' customers also benefit from the advice and guidance of Immersive's Training Advisors. Experts in simulation training and the development of training programs to achieve tangible, measurable improvements – Immersive Technologies' global team of Training Advisors are assisting upgraded customers with a renewed focus on simulation training to achieve Real Results on their sites.



Year 2003: [Transportable Simulator Series 2](#) at KPC office in Indonesia.



Year 2017: [PRO4 Series](#) designed for surface mining with realism at a level not previously seen in the industry.

It is a testament to Immersive Technologies' quality and foresight that customers are still achieving Real Results with their simulators more than 15 years after their original commissioning.

Immersive Technologies, recognizes that successful training programs are the product of the [right combination of People, Process and Technology](#). Our customer support packages are focussed on delivering the right balance of all three elements. Training staff need the enthusiasm and know-how to use simulation to drive results. They need the right training program structure to positively influence operator behavior, and they need the best technology available to provide the foundation for these advances in operator training.

People, Process and Technology come together to achieve Real Results with Immersive Technologies.

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### About Immersive Technologies

Immersive Technologies is the world's largest, proven and tested supplier of surface and underground Advanced Equipment Simulators to the global mining industry. The company has achieved this unique position by focusing on its mission to increase Customer profitability by optimizing the safety and productivity of their operators. Immersive Technologies' Advanced Equipment Simulators are helping hundreds of mining companies around the world to increase their equipment operators' safety and site profitability through effective simulation training.

Immersive Technologies provides its customers with the most effective Advanced Equipment Simulators available. This is made possible through the formal licensing and technical information alliances Immersive has established with the leading Original Equipment Manufacturers (OEM), including: Caterpillar, Hitachi, Komatsu and Liebherr. These unique alliances provide Immersive Technologies with access to the OEM's proprietary and confidential machine technical information that is required to correctly simulate the OEM's machines and is not available through other public or dealer channels.

With advanced simulator modules deployed in 44 countries, Immersive Technologies is dedicated to provide outstanding service. To deliver on this commitment the company has customer sales and support offices located close to its customers in Perth and Brisbane Australia, Salt Lake City USA, Fort McMurray, Ottawa & Vancouver Canada, Monterrey Mexico, Lima Peru, Santiago Chile, Bochum Germany, Johannesburg South Africa, Jakarta Indonesia, Kolkata India and Moscow Russia.

Immersive has the global mining experience, innovative technology, product range, OEM relationships, proven support commitment and industry vision to partner with you to ensure your simulator training solution delivers the significant results you expect. For more information and associated media please contact:

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