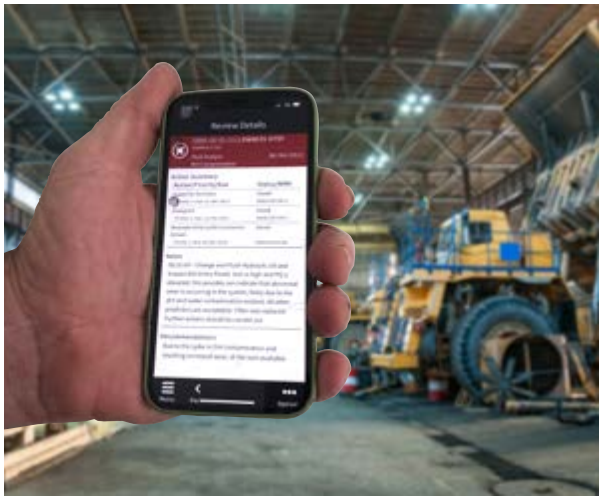
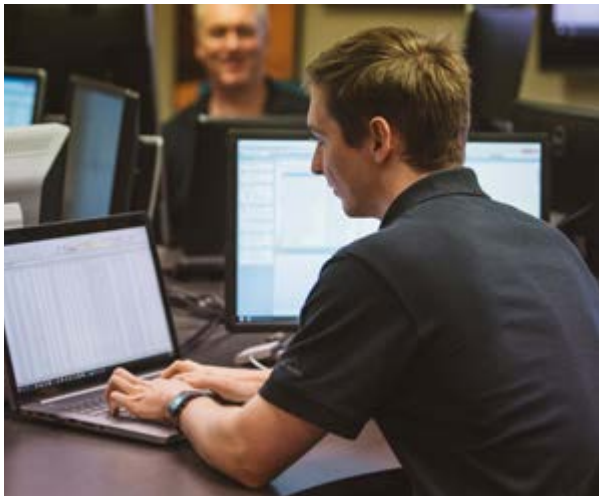


1,153,719
690,485
183,245
36,525
7,554

Celebrating
30 YEARS IN 30 STORIES



DINGO
Enterprise Predictive Maintenance Software

To celebrate DINGO's 30th anniversary, we shared some really exciting stories ranging from our beginnings and who we are along the journey we have taken with our customers, partners and staff.

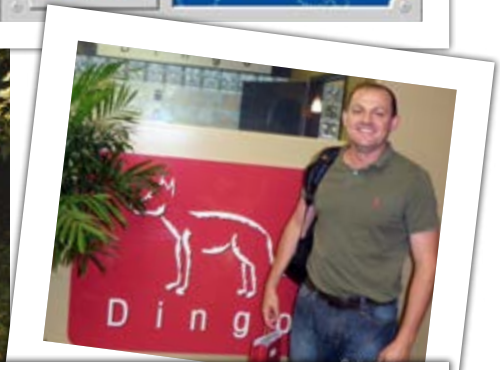
We have compiled these articles here, and a common thread emerged. DINGO is solution-focused. We have worked with our customers and partners to avoid failure, improve reliability and decrease costs. In the future, we want to continue this and strive towards new, mutually-beneficial alliances and continued customer success.

THE DINGO STORY

INSIDE:

30 Years of DINGO 03
4 Key insights we've learned in 30 Years of DINGO 04
Who is DINGO and what is our purpose? 05
Mission DINGO Defence 06
Condition Intelligence - at your service 07
How maintenance strategies will improve your performance 08
How predictive maintenance will help you in the field 09
The Predictive Maintenance Playbook 10
"Have the ability to see all the important information in one place." 11
How to optimize your maintenance practices 12
Trakka maximizes data at the lowest possible cost 13
DINGO's integration with ERP and CMMS systems 14
Have your whole team on the same page 15
Achieve optimum fleet availability with DINGO's support 16
Insights and the Trakka Asset Health Dashboard 17
Visual inspections with Trakka: data capture the easy way 18
How to view your data and take action easily 19
Fleet health insights at your fingertips 20
Net return far outweighs cost 21
Benchmarking results pre and post Trakka implementation 22
"Availability and reliabilities are upo!" 23
Use thick data to compare your performance against the best in the industry 24
"Fleet availability remains at or above target" 25
5 Ways to extract insights from Big Data for maintenance 26
Trakka and its integration with Maintenance Strategy Systems and CMMS 27
What does long-term commitment look like? 28
"Achieved production budget at a significantly lower cost" 29
Global industry partnerships deliver unrivalled local support 30
Setting industry benchmarks and raising the bar 31
Challenges are opportunities for mutual growth 32
The future of DINGO and predictive maintenance 33

30 Years of DINGO



30 Years is a fantastic milestone that we are immensely proud of. We could never have achieved this if it wasn't for our customers, who are the real heroes in our journey. We're proud that we've been able to help them achieve their business goals; providing them with the tools and support they need to make life easier.

Our innovation-centric customers have partnered with us for decades to realize practical product ideas - from MS-DOS and Windows, to the cloud and mobile.

It's an exciting time for the industry, and we are happy to be walking alongside our customers, who are paving the way.

Where DINGO and TRAKKA have come from

DINGO has always come from a place of "what is possible?"

As a company that used "the cloud" back in 2004/2005 before it was called "the cloud", we were able to separate the expertise from the data at a time when that was not considered possible.

This meant the best experts available could be thousands of miles away, looking after a multitude of mine sites from their desk.

When data collection techniques and storage used in the mainstream were spreadsheets, email and paper, we were helping our customers look beyond anything we both ever thought possible.

The possibilities weren't only endless, they were in our industry's future. This is the foundation that makes Trakka what it is today for our customers and, what it will be for them tomorrow.

Get to know us at a glance here

4 Key insights we've learned in 30 years of DINGO

1 We empower customers to go beyond base level reporting.

We have become an integral cog in the maintenance wheel that goes full circle from problem prediction, to implementation, to re-reporting execution outcomes. This cycle continually feeds the system with data to make real time decisions about the health of an asset.

2 Data is valuable.

The key to business at this scale is data. What are the parameters of the data, where it is stored, who needs it and who can interpret it?

The data is key to this end-to-end solution that drives us, and more importantly our customers, forward.

3 Integration is essential to building relationships.

Systems are one of the biggest expenses in our clients' businesses. We integrate with every system to provide solutions without re-inventing the operations and reporting wheel.

4 We are solution focused.

There are no problems, just technology driven solutions waiting to be developed. We create partnerships where we work together with our clients towards a common goal. When a client has a challenge, we are ready to walk that path with them, and create a solution.

Our products can be tracked back to a customer's problem; we have created a platform of solutions.

These four key insights have helped us support our customers to turn their maintenance departments from chaos into an orderly, sustainable, and scalable process that saves them time and money.

Let's journey through our customers eyes to show you how easy it can be to achieve a healthy digital mine.

Watch the video here to see how to achieve a healthy digital mine

Who is DINGO and what is our purpose?

At DINGO, our people strive to maintain and grow our position as a global leader in enterprise predictive maintenance. As a team, we believe, together with our customers, we can be innovative; always finding a better way of doing things.

Our software and our people have an intimate knowledge of large, mechanical, mobile assets, serving industries such as mining, defence, rail and more. We look at problems as opportunities for mutual growth. We look to results and outcomes to determine where we can improve and provide value, and we hold ourselves accountable to growth.

Our purpose centers around delivering Actionable Knowledge for Machines that Matter:

1 **Actionable.** Our focus is on empowering our users to act, not on just sensing or gathering data. This means understanding the intricacies of real-world workflows.

2 **Knowledge.** We go deeper than algorithms - combining software with data and deep domain expertise.

3 **For Machines.** Our specialty is in fleets of mechanical assets, in particular mobile equipment.

4 **That Matter.** We deal with large, critical and complicated machines that often operate in harsh environments and are vital to our society.

At DINGO, we believe that when our customers succeed, we do.

Learn more about our culture and values here

Mission DINGO Defence

A partnership with Eclips Logistics and SAP in 2020 saw DINGO support a Defence Innovation Hub project. New products and services capabilities were delivered to Army's Sense and Response Logistics Concept.

DINGO's engineering and customer services teams were put to the test, to work hand in hand with our Army and Defence Industry partners, to solve some of the maintenance and management challenges they were facing.

As a result, DINGO Defence was raised in 2021. This new entity is allowing DINGO to expand into the Defence Industry and help create quality maintenance and monitoring software solutions.

DINGO sees the Defence Industry as an integral partner in our future, fuelling our support of initiatives such as the Integra Service Dogs Australia's Coast to Coast Ride held in May 2021.

Read more about Integra Service Dogs Coast to Coast Ride here

Condition Intelligence - at your service

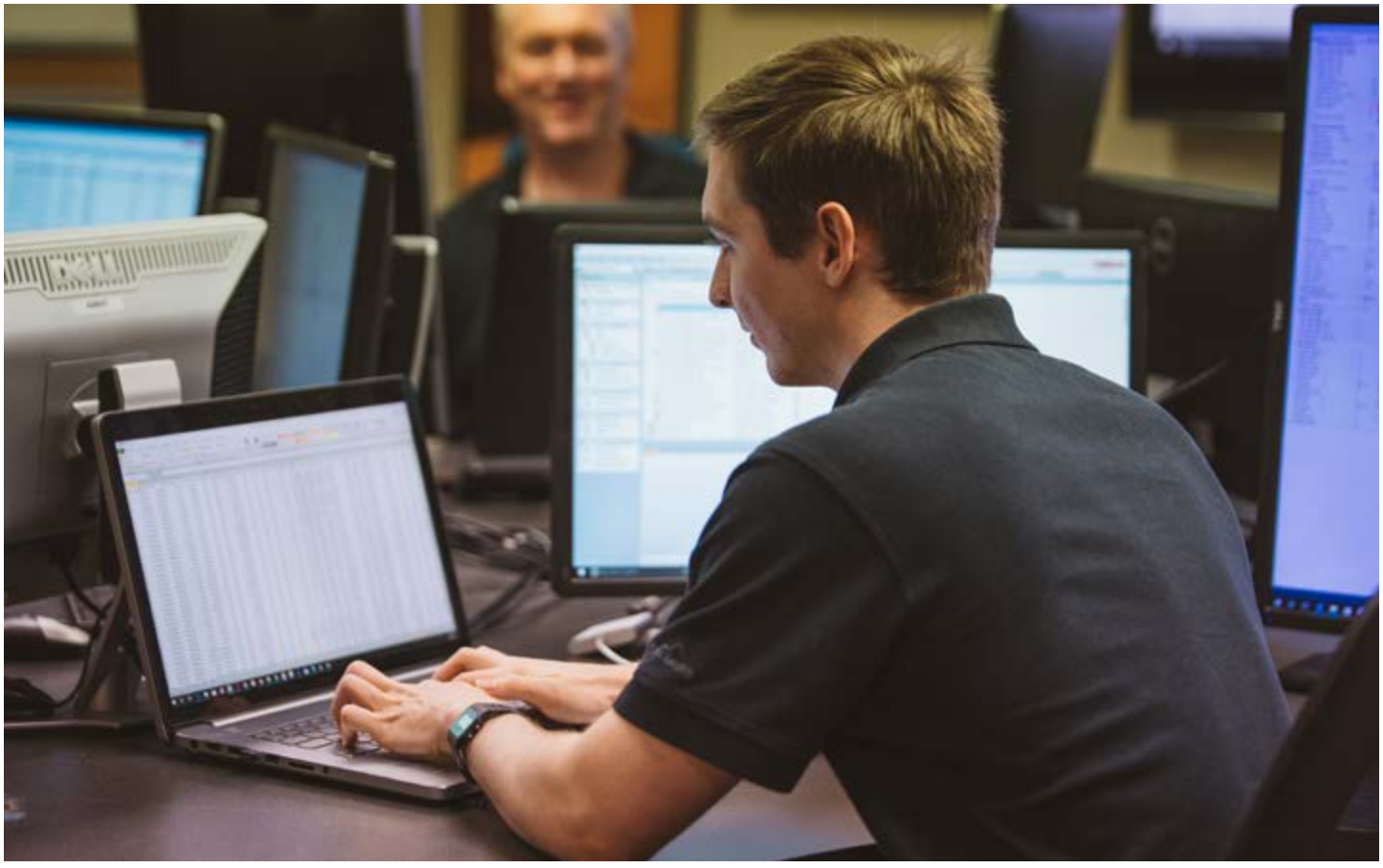
DINGO's Condition Intelligence experts use their extensive experience to guide maintenance teams towards real results.

Our customers are at the heart of our core values. When they have maintenance challenges, our Condition Intelligence experts are ready to guide them through. They work side by side with the mine's maintenance team, to help create a plan towards success.

With several years of extensive maintenance experience, our Condition Intelligence experts support customers by providing a tailored service that helps them elevate their maintenance department's strategy to a world-class standard.

Allow our Condition Intelligence experts to elevate your operation.

Find out how we can help you make better maintenance decisions here



How maintenance strategies will improve your performance

Maintenance teams work around the clock to keep equipment operational. But, despite their best efforts and adherence to the recommended scheduled maintenance practices, they sometimes do not meet their KPI's.

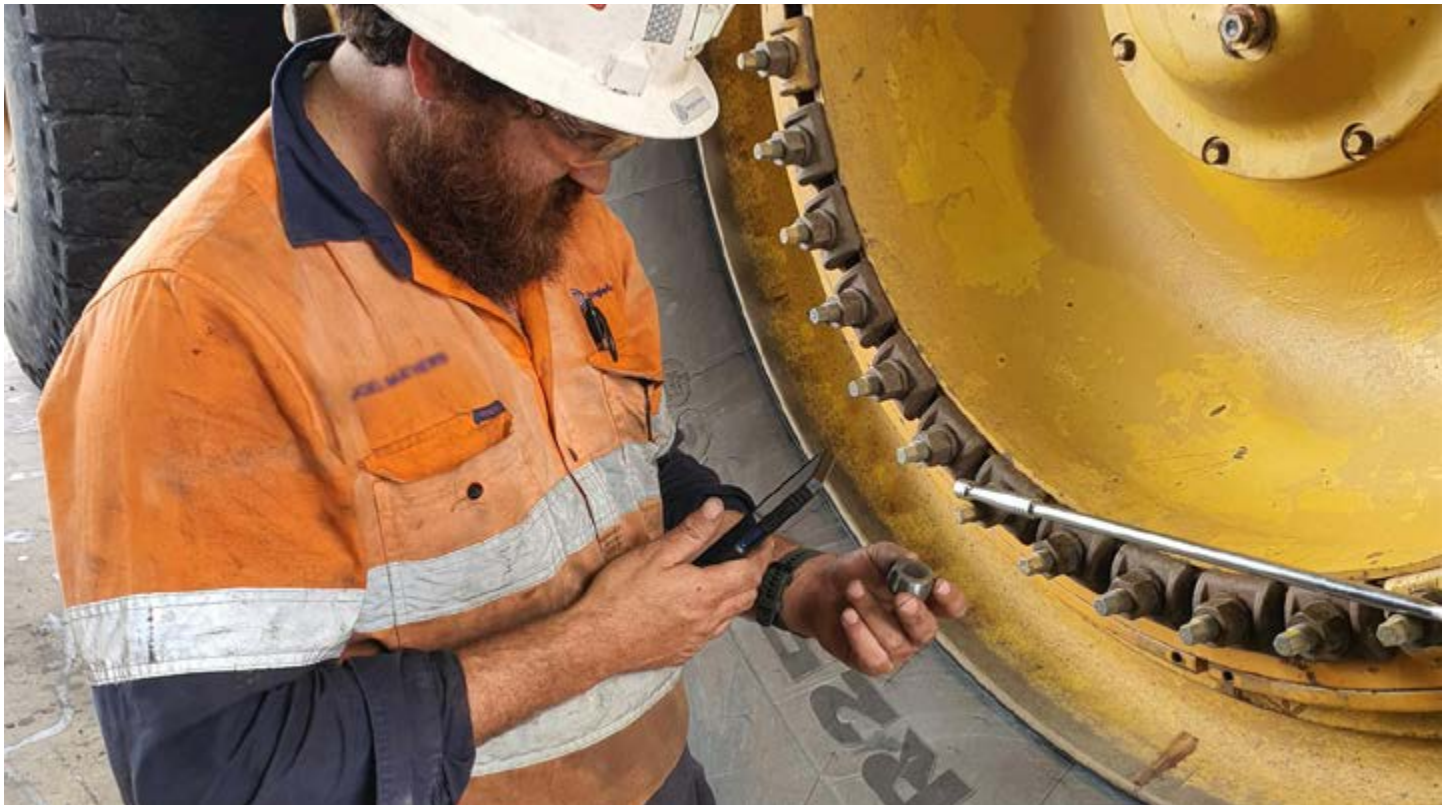
In many cases, there is too much information to process and not enough time or clarity to make the right decisions to optimize fleet availability.

Clearly, maintenance teams need the support of a solution-based technology, but which one? Who can support them on their journey from old school maintenance practices to digitized maintenance practices designed to maximize asset availability?

DINGO is in a unique position to not only provide the advice needed to transition operations from preventative to predictive maintenance. We can also support clients to improve outcomes when predictive maintenance capabilities are already in use.

Find out about evolving your condition-based maintenance practises here

How Predictive Maintenance can help you in the field



This leading gold mine based in the USA is using Trakka and seeing game-changing benefits.

"By utilizing the DINGO Trakka system, our company will streamline and standardize its predictive maintenance processes, tools and services worldwide. This centralized view will accelerate the adoption of consistent maintenance strategies, helping reduce costs and mitigate risk, while creating safer working conditions."

- SENIOR DIRECTOR OPERATIONS SUPPORT HUBS FOR A LEADING GOLD MINING COMPANY

Read more about the benefits of Trakka here

The Predictive Maintenance Playbook

In today's digital world, most maintenance teams have access to more than enough data to understand the condition of their equipment and assets. Recommended maintenance schedules provided by OEMs can have maintenance teams replacing parts which are not end of life, causing unnecessary downtime and an increase in maintenance costs.

The very painful problem maintenance teams experience is bringing the equipment's data together in a meaningful, timely way, reducing the data noise, avoiding downtime and keeping production at its peak.

It is an incredibly frustrating and time-consuming experience, and a seemingly impossible task - without the TRAKKA advantage!

1 How can TRAKKA help maintenance teams make sense of the data and enable them to act?

2 What level of effort is required from the team to implement a better way? And how long does it take?

3 How do they receive the guidance they need to make the technology implementation a success?

Find out how DINGO answers these questions and more with a Predictive Maintenance Playbook that has been developed from 30 years in business and hundreds of successful customer-focused deployments.

Download the Predictive Maintenance Playbook here

"Have the ability to see all the important information in one place."

What a gamechanger. This surface maintenance planner, together with Trakka, has created an efficiency that allows for minimal equipment down time, and as such, increasing productivity. He now has the capability to work on higher-order issues and can be seen within the company as an innovator and a valuable member of the team.

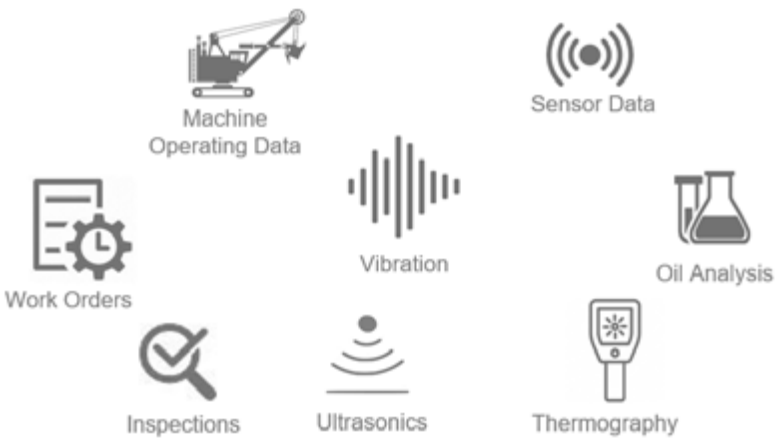
Trakka integrates with their existing system, combining all the relevant information in one place.

"With Trakka, I have the ability to see all of the important information in one place, which allows me to make better maintenance decisions. The system also integrates with our ERP system so that the corrective maintenance work identified flows directly into work orders. This type of end-to-end solution drives efficiency and helps us keep the focus on condition - not just tasks."

- SENIOR DIRECTOR OPERATIONS SUPPORT HUBS FOR A LEADING GOLD MINING COMPANY

See how integrating technology with the way people work produces results here

How to Optimize your Maintenance Practices



Have you ever taken a bite out of an apple and realized it wasn't great on the inside? The outside was perfect, but the inside tells a different story.

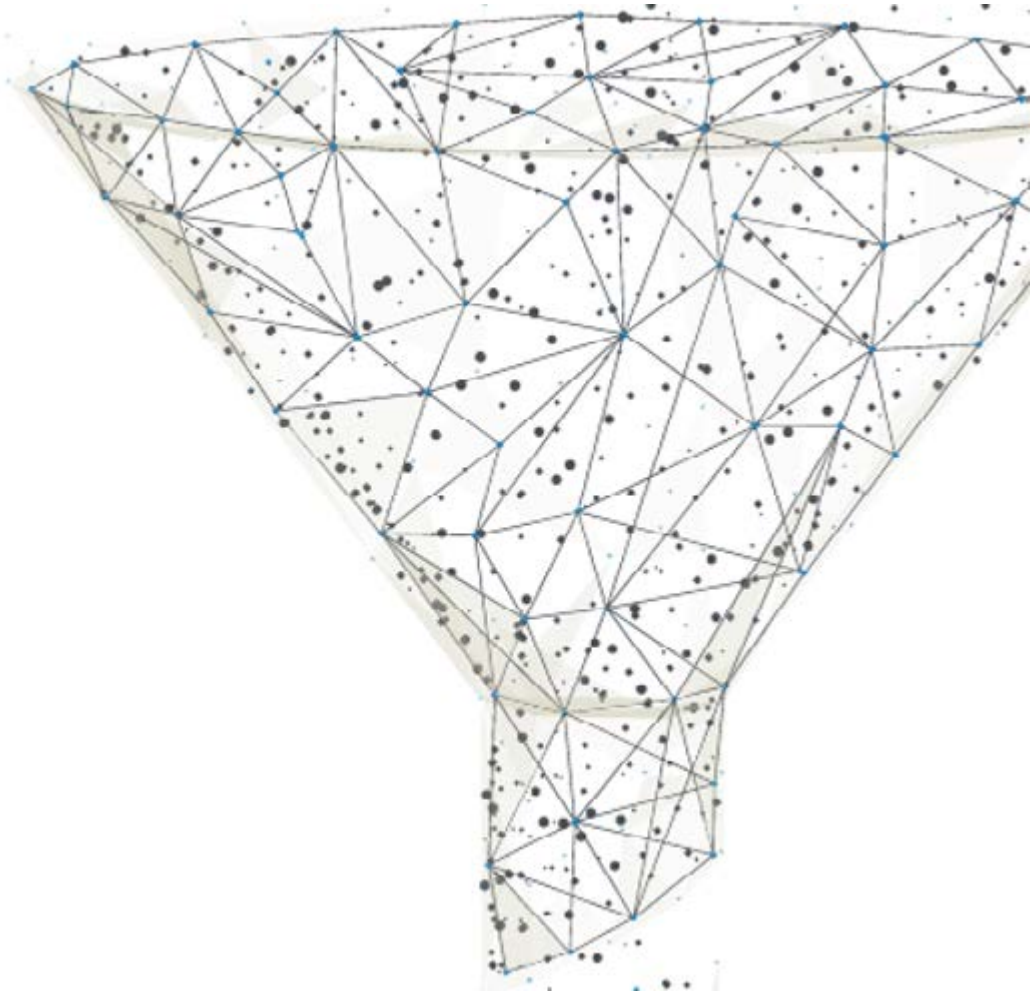
The true condition of your equipment can be just as much of a surprise and can taste equally as sour.

Maintenance teams battle to understand the true condition of their equipment making it difficult to determine a course of action, particularly regarding major maintenance events.

Following the manufacturer's preventive maintenance schedule does not prevent failure, nor does it minimize cost or maximize equipment availability.

DINGO's mission is to help asset intensive industries around the world to optimize their maintenance practices, saving time and money.

Trakka's unique Condition Intelligence™ Module, combined with guidance from our Condition Intelligence experts, facilitates automatic and customized analysis of your asset condition while enabling powerful interpretation of your data, preventing equipment failure.



TRAKKA

Find out more about our Condition Intelligence Module here

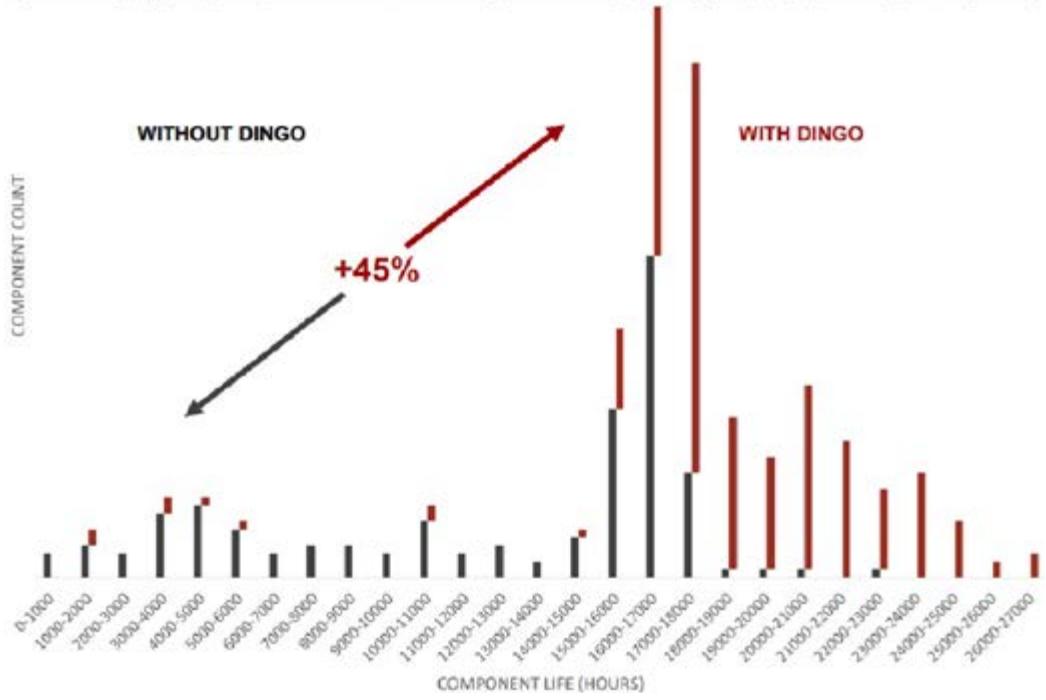
Trakka maximizes data at the lowest possible cost

It's all about the data, what it tells you about your equipment, and the appropriate action.

"Trakka will enable our people to tap into the power of data to drive continuous improvements. The common platform allows us to identify best practices and detect emerging issues. Taking the appropriate action, in either case, is critical to continuously improving our business. We are excited about the benefits of this global partnership for our teams and look forward to working closely with DINGO to transform how we approach maintenance in support of maximizing production at the lowest possible cost."

- SENIOR DIRECTOR OPERATIONS SUPPORT HUBS FOR A LEADING GOLD MINING COMPANY

CUMMINS QSK60 ENGINE LIFE WHEN USED IN KOMATSU 830/930E HAUL TRUCKS



See how condition-based asset management can help your mine here

DINGO's integration with ERP and CMMS systems

It's one thing to be able to detect and monitor abnormal conditions with your equipment, but how does that translate into action? How does it result in a technician picking up the tools and performing the work? What are the steps involved? And how is that loop closed so that it is clear the work has resulted in equipment being returned to normal operating condition?

DINGO's integration with ERP and CMMS systems automates this workflow to produce seamless results.

See how we can help increase the efficiency of your ERP and CMMS systems here

Have your whole team on the same page

What is something you struggle with on your mine site?

One of the biggest challenges in any organisation is aligning departments to work towards common goals.

A mine is no different.

Reliability, maintenance, and operations teams need to work together to achieve the best possible result.

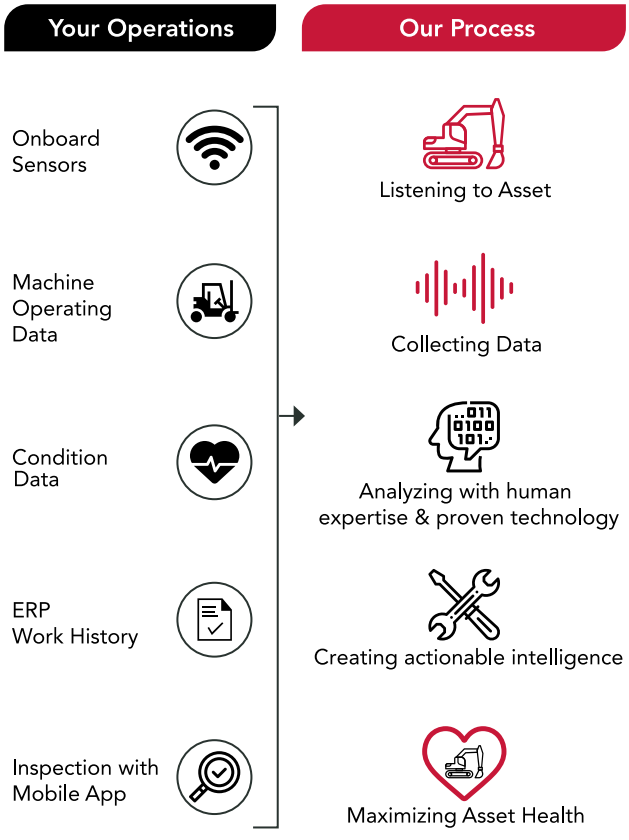
The TRAKKA Asset Health Dashboard puts everyone on the same page looking at a consolidated data visualization and analysis, towards a common goal.

See how DINGO can help get your team aligned here

Achieve optimum fleet availability with DINGO's support

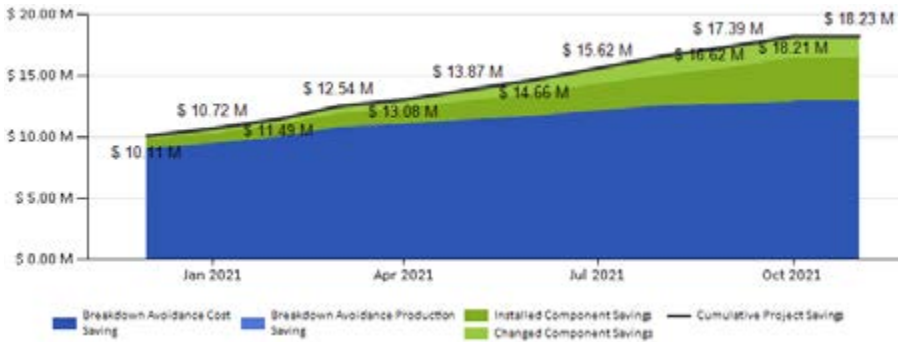
"Condition-based asset management is key to keeping our fleet availability at target levels while ensuring we are running at the lowest operating cost per hour. Our relationship with DINGO has brought discipline back into our component health monitoring process and has allowed us to leverage their Condition Intelligence approach to bring components back into normal operating range."

- MAINTENANCE MANAGER AT A LARGE CANADIAN COPPER MINE



Read the case study about improved asset wellness here

Insights and the Trakka Asset Health Dashboard



See how DINGO can help get your team aligned here

The Trakka Asset Health Dashboard displays live asset health data that allows users to track performance quickly and easily, while illuminating potential issues.

The dashboard provides incredible insights into your operation so you can make informed decisions about where to focus your maintenance efforts today, and predict what will need addressing in a week, a month or a year.

The dashboard makes your team look good. All the information that key stakeholders at your mine site need to keep on top of operations and report up the chain of command will be available at your fingertips.

Make your team the heroes of your operation with Trakka's Asset Health Dashboard.

Visual Inspections with Trakka: data capture the easy way

At DINGO we are all about helping our customers succeed. When customers wanted an easier way to capture images that resulted in actionable insights, we created DINGO's award-winning field inspection app, Trakka Asset Health Manager (TAHM).

It is easy to capture visual inspections on a mobile device, and review them in Trakka desktop as part of planning, to drive action and help keep your equipment healthy.

Our customers have found new ways to use the app to replace tedious paper-based tasks such as truck tray wear inspections. We want to help you drive this kind of efficiency and innovation at your operation.

Find out how to streamline and digitize paper-based tasks here

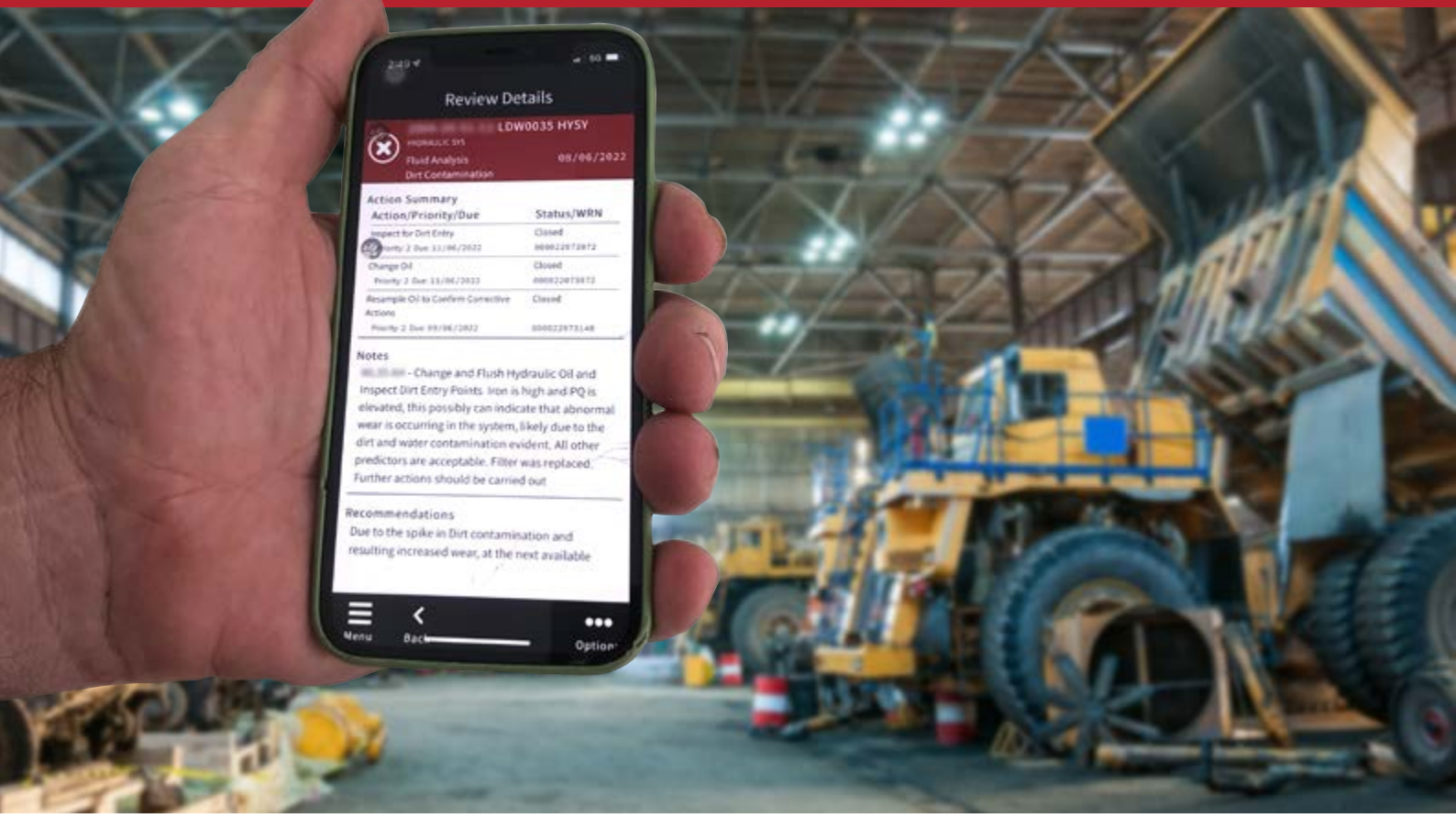
How to view your data and take action easily

The Trakka Asset Health Manager (TAHM) app allows for multiple forms of data in a single view that tracks different observation types over time, right in the palm of your hand. The goal is to perform enough observations to ensure pending failures are identified before they happen.

A Maintenance Superintendent at one of the world's largest gold mines had a vision of combining all types of condition monitoring data in Trakka. This mine site is a prolific user of TAHM, and the superintendent's motto is:

"If you don't have the information in easily viewable and actionable format, how do you know what condition your equipment is in?"

Trakka makes information access and action easy, read more here



Fleet health insights at your fingertips

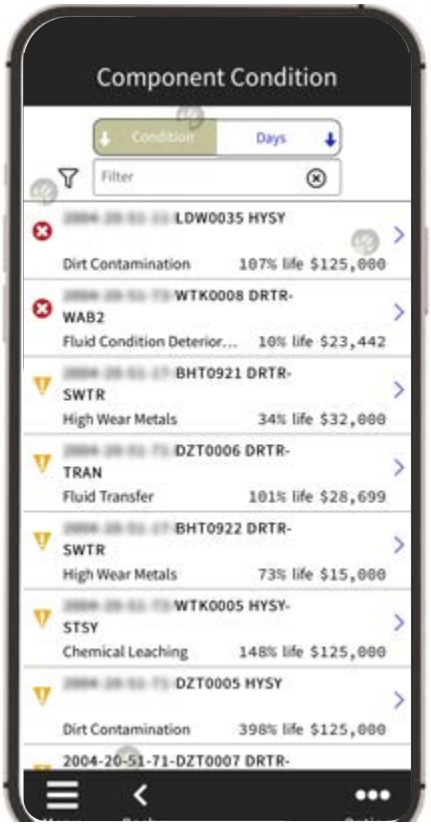
You've been there... You are out in the field and need to know an asset's availability to complete some work scheduled for the week. You get back to your office only to find its out for maintenance till the end of next week. Now, you're left to find a solution...

Do you want the power of that asset's status in the palm of your hand? You can have that and more with the Trakka Asset Health Manager (TAHM) insights module.

Always have your fleets' health status with you!

With insights, you can see recommended actions anywhere, anytime, and use this information to make decisions, then track the job's progress through to completion.

The insights module in TAHM is a powerful and convenient tool allowing timely decisions that save you money and make your team look great.



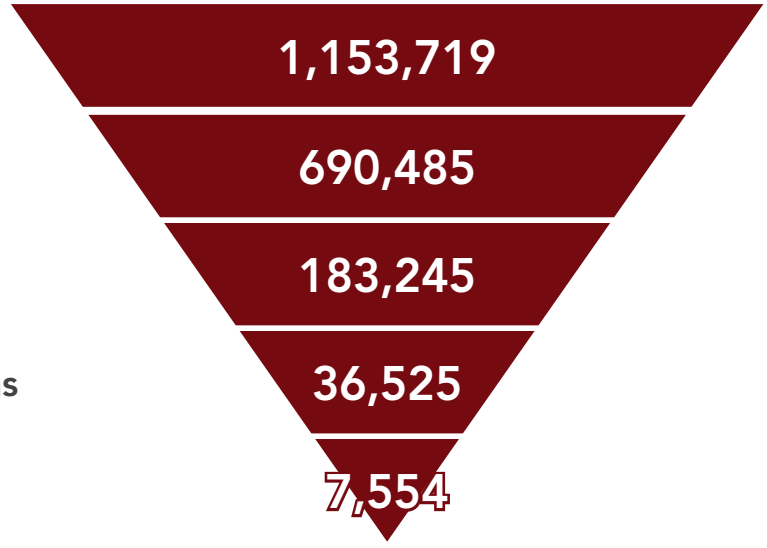
See how the TAHM insights module can keep you informed here

Net return far outweighs cost

The return on investment of TRAKKA, which grows over time, comes as no surprise to us at DINGO, but we'd rather you find out from customers who have experienced it firsthand. Those that are currently using the TRAKKA system can tell you exactly how much money they've saved in component costs, as well as the value of increased availability and boosted production.

"DINGO's TRAKKA has delivered significant returns from improved health management of assets. Specifically, the early detection and correction of abnormal conditions avoiding component failures and the extension of component life through Condition-Based Component Changes (CBCC)."

- MINE MANAGER, CENTRAL AMERICA



REAL WORLD RESULTS

$103,509,693

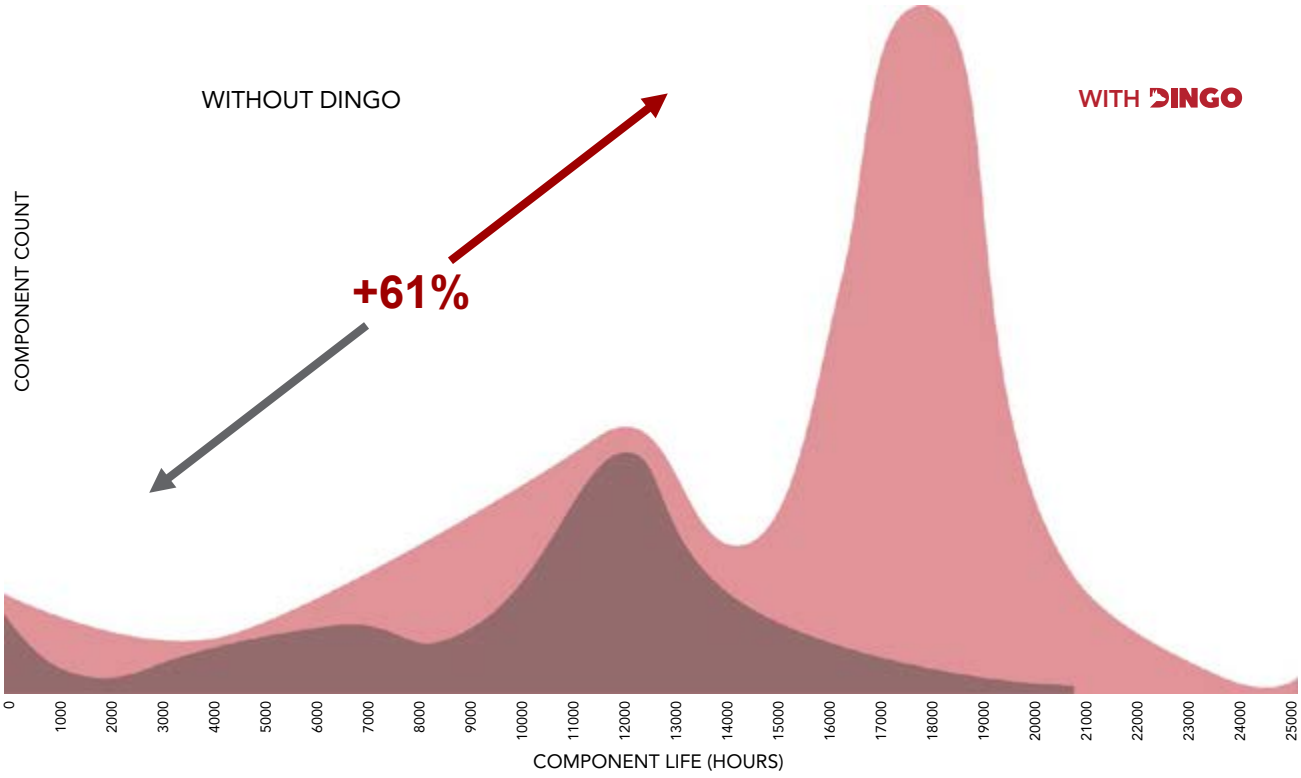
Total Breakdown Avoidance **$42,480,828**

\+

Total Component Life Extension Savings **$61,028,865**

Discover the key to unlocking a 3:1 return on investment here

CAT 3516 ENGINE LIFE WHEN USED IN CAT 793 HAUL TRUCKS



CONDITION INTELLIGENCE® EXPERT INSIGHTS

Watch out for these fault effects on the 3516, which can reduce engine life: ✓ Abnormal camshaft wear – look for wear metals in oil samples ✓ Broken cylinder rings – shows in exhaust temp differential ✓Coolant Entry – Monitor for Coolant indicators in oil samples

Benchmarking results pre and post Trakka implementation

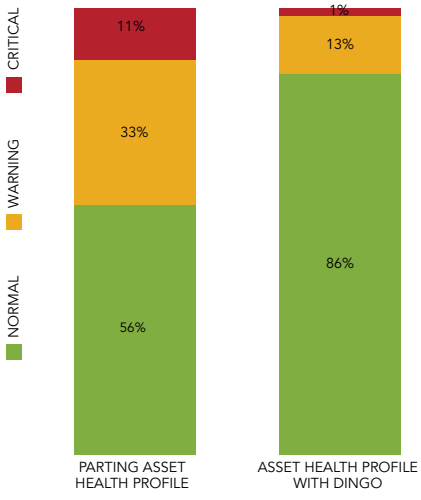
Maintenance teams often struggle to improve component life without the right tools and support.

Our team will guide you through the implementation of Trakka while our Condition Intelligence experts provide additional valuable insights along the journey to optimization.

The results are game-changing!

Trakka delivers early benefits in the form of asset availability, component life extension and breakdown avoidance.

We deliver true savings through condition-based component change, evident as the program matures.



See benchmark results post Trakka implementation here

"Availability and reliabilities are up!"

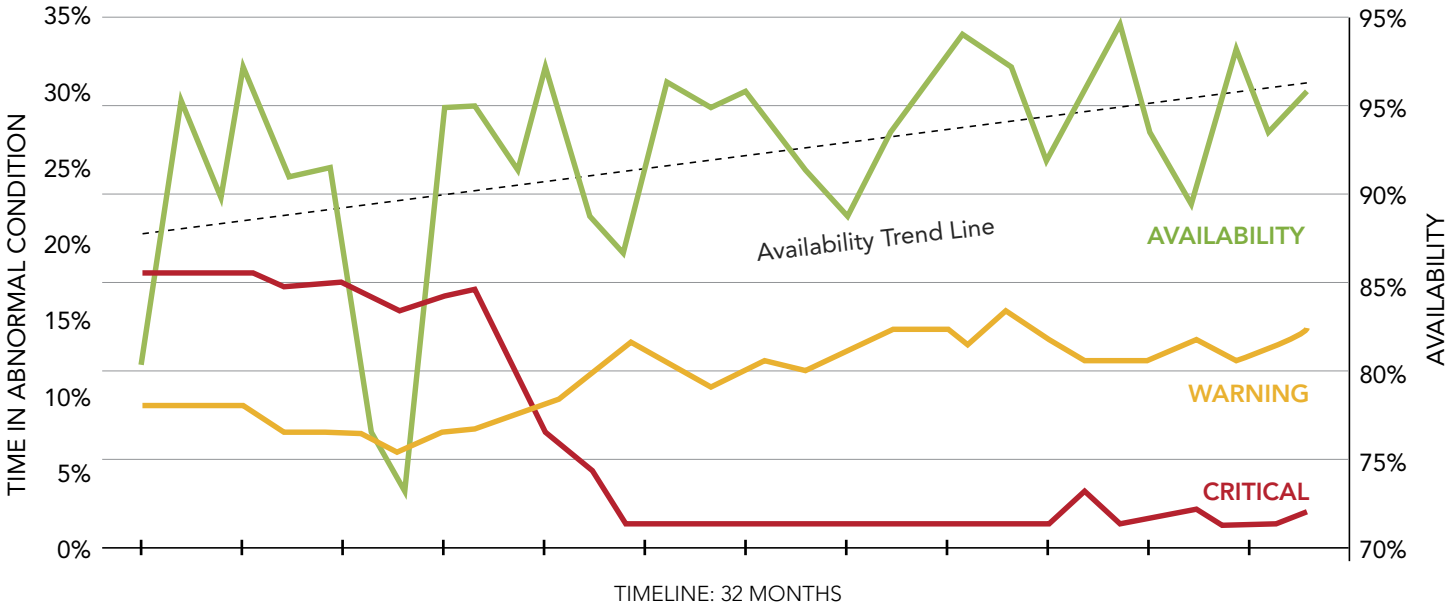
One of the biggest headaches for miners is low availability and decreasing reliability of their fleets. DINGO can help you turn this around with Condition Based Asset Management.

This is what the Maintenance Manager at one of the world's most efficient mines had to say:

"Our availabilities and reliabilities on most of our fleets are up when compared to previous years. DINGO's Condition Based Asset Management program has definitely been a large contributor towards the improvements we've seen."

- MAINTENANCE MANAGER, LARGE OPEN PIT COPPER MINE

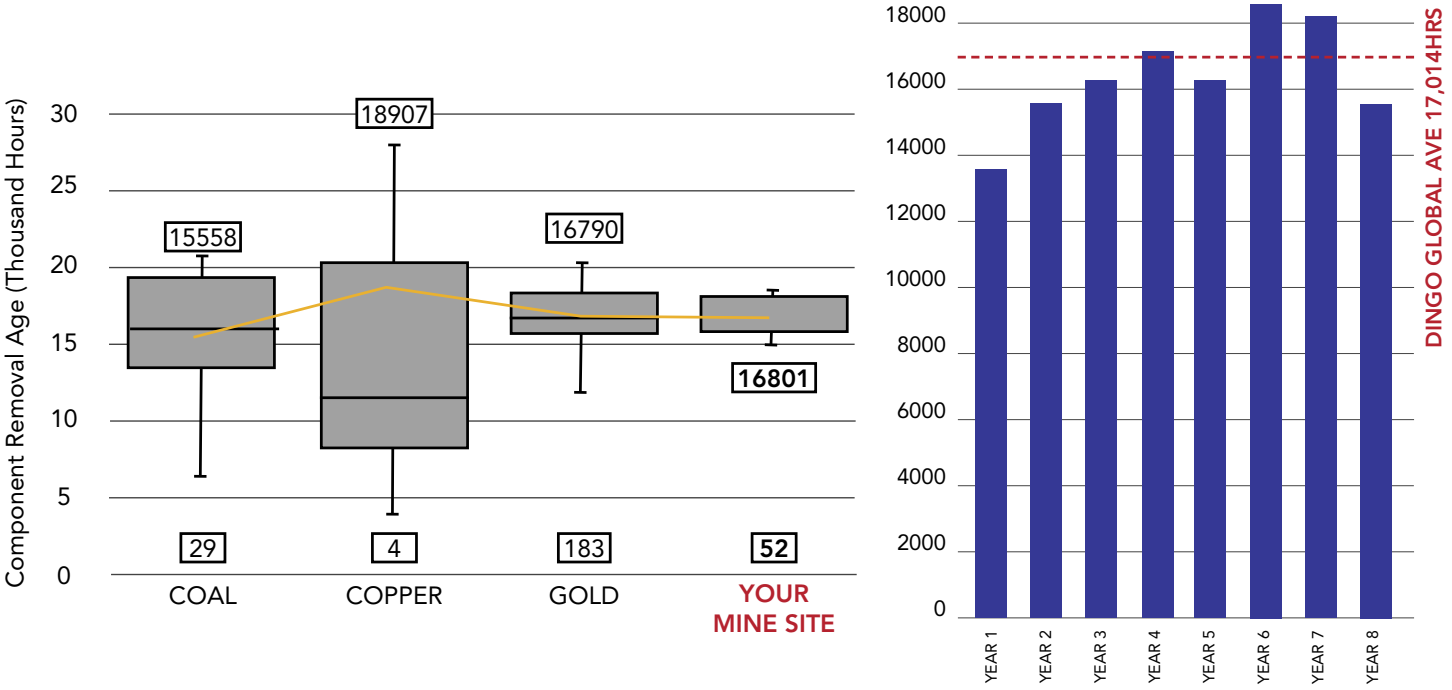
TIME IN CONDITION VS AVAILABILITY



Do you want to know how to streamline your operation and keep your equipment running hassle-free?

See how Condition Based Asset Management can help here

CAT 793 HAUL TRUCK DIFFERENTIAL LIFE BENCHMARK



Use Thick Data to compare your performance against the best in the industry

How do you know that you are maximising the life of your equipment?

Can you confidently demonstrate maximum useful component life, reduced maintenance costs and increased asset availability to senior management?

DINGO can help you by drawing on more than 30 years of real-world data. We have the largest global component level asset health database in the world, allowing you to compare your performance against industry averages.

Drive best practice on your site and become an authority on asset health performance with access to thick data that is producing real-world solutions.

Do you want to know more?

See how smart miners are harnessing the power of thick data here

"Fleet availability remains at or above target."

Any operation relies heavily on assets running reliably and as planned to boost production while reducing costs. Asset availability is a universal KPI and DINGO customers see a 20% increase in components operating in normal conditions, and a 15% gain in component life. At the core of these results is predictive maintenance.

"By implementing this program, we are going to be able to ensure that our fleet availability remains at or above target levels, while putting processes in place that will help us achieve the lowest possible operating cost-per-hour."

- HEAD OF PROJECTS AND ENGINEERING AT A LARGE METALLURGICAL COAL OPERATION IN AUSTRALIA

Do you need help implementing processes that will help you achieve, measure and track results?

See how to implement predictive maintenance with Trakka here

5 Ways to extract insights from Big Data for maintenance

Maintenance teams have a large amount of data available to them, but it is not always easy to extract actionable insights without appropriate systems and processes. We want to help you define what big data really means in a mining maintenance context, and how to use it in conjunction with thick data to help your mine site be successful.

We have identified 5 best practices for the use of Big Data in the mining industry:

1. Develop systems and practices to extract maximum data value
2. Distinguish big data from thick data
3. Base data models on what you know, then build from there
4. Break through organizational barriers
5. Human touchpoints are critical for success

Our e-book shares relevant insights around the implementation of these best practices that will allow you to make smarter decisions and produce results.

Download the e-book and find out more here

Trakka and its integration with Maintenance Strategy Systems and CMMS

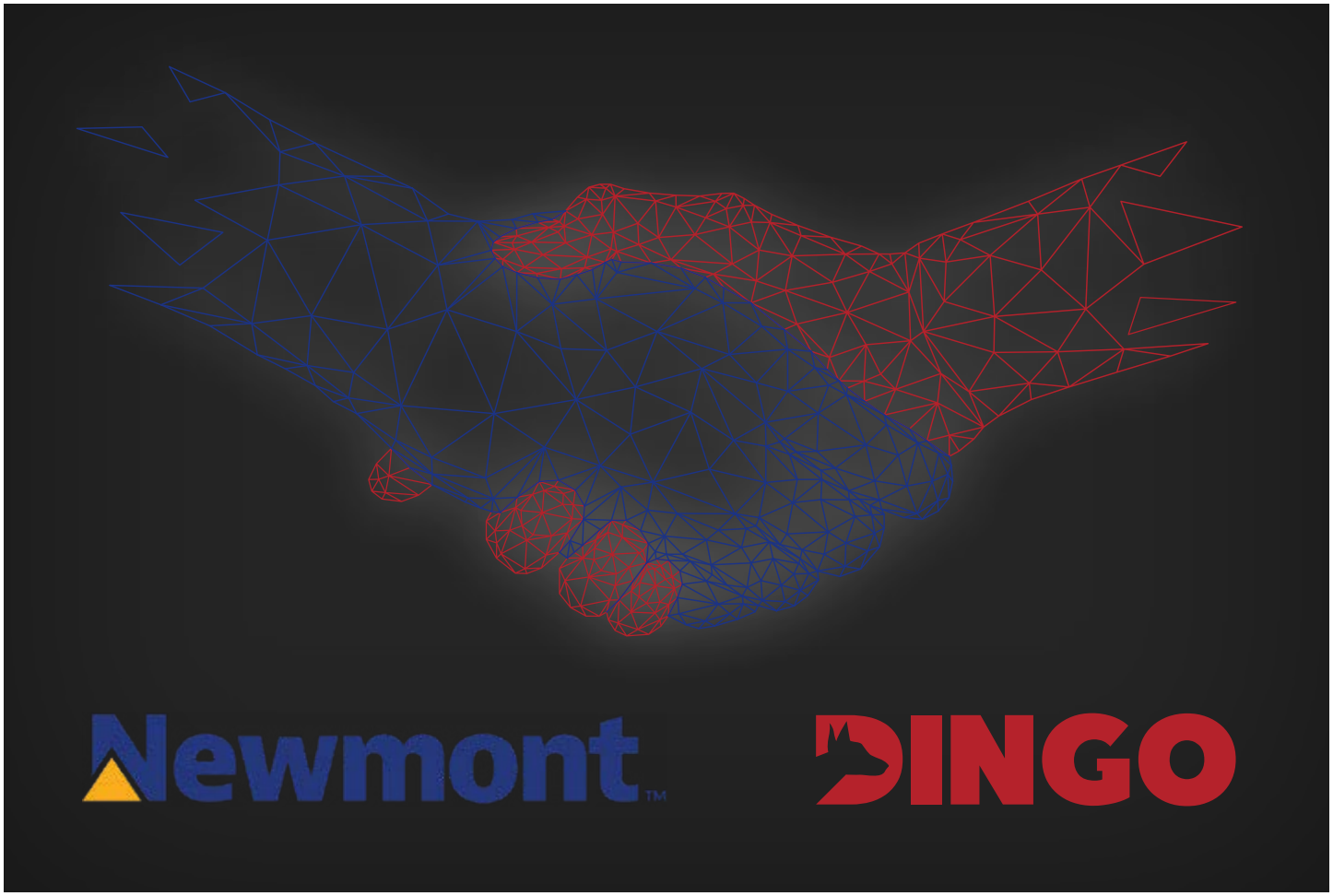
Are you wondering how Trakka is different from and vastly improves the value of third-party Maintenance Strategy Systems or Computerized Maintenance Management Systems (CMMS)?

Many Maintenance Strategy Systems are used for long-range, what-if scenarios and to evaluate how theoretical options impact potential life cycle costs. Trakka is a powerful software that integrates Condition Monitoring and Workflow Processes into a single platform. To do this, it integrates seamlessly with your existing systems and workflows to provide actionable knowledge. It is focused on maintaining and improving Asset Health to extend component life while optimizing maintenance processes and ensuring you achieve the goals set out in your maintenance strategy.

CMMS are task-based. They do not detect or investigate abnormalities nor track the correction of these. Trakka provides a view of actions raised through proven KPI's, status visibility, completion, corrections and resulting cost reductions. This single view delivers powerful insights to every level of the organization.

We want to help you optimize your budget and maintenance strategies and support you to achieve your goals. Trakka provides the single, real-time view of Asset Health across operations that enables anyone in your team, from decision-makers to frontline operators, to proactively make the right decisions.

See the DINGO process to optimize Enterprise Asset Health here



What does long-term commitment look like?

How does 16 years and counting sound?

DINGO and Newmont Corporation have forged a valuable partnership of more than 16 years through collaboration and cooperation. Signing a global agreement with Newmont has been one of the proudest days in our history.

Most recently, we have committed to assisting our first French-speaking operation, and the last Newmont site in the world. We now support all 12 Newmont operations including surface equipment, underground equipment, and fixed plant, signifying a full global partnership.

The team at this underground gold mine will see their predictive maintenance program grow through the implementation of Trakka, Condition Intelligence and Remote Program support.

DINGO is here for the long haul – we would love to partner with you and commit to seeing your operation achieving success.

Read more about this incredible global agreement here

"Achieved production budget at a significantly lower cost"

Budgeting and forecasting can be tricky business, but we have proof that implementing a predictive maintenance program with DINGO's support can quickly yield real, measurable financial results.

"I am very pleased with where the program is today and where we are headed. It did not take long for the team to realise and appreciate the benefits of the DINGO program and the results speak for themselves. We achieved budget for production last year and did it at a significantly lower cost than budget as well - both EBITDA and FCF exceeded forecasts/budgets."

- GENERAL MANAGER AT A LARGE MINE

Do you want to know how much you could save by implementing predictive maintenance with DINGO?

Request your personalized cost avoidance calculation here

Global industry partnerships deliver unrivalled local support

We are committed to ensuring that our customers have access to the support and training they need to achieve success, no matter where in the world they are.

One of our biggest goals is to elevate your maintenance teams by providing them with opportunities to be recognised for their hard work.

DINGO is expanding globally with customers in Africa, Latin America and Asia, bringing predictive maintenance to remote places where maintenance teams can feel isolated.

Regional partners allow DINGO to understand the local markets and adapt offerings to suit. Having local capabilities, speaking the language, and providing support while understanding cultural context is essential to helping operations run smoothly.

We ensure global coverage and support through partnerships with, **Smart Condition** in Mexico, **PetroBusiness** in South America, and **Krypton Mining** in Africa.

Read more about our commitment to support you globally here

Setting industry benchmarks and raising the bar

We want to help our customers raise the bar in their asset availability and reliability goals through implementing a proven predictive maintenance strategy. Using a unique combination of people, technology and data, DINGO and Trakka will improve asset health, increase productivity, extend machine life, and reduce costs. We deliver more than software, providing unrivalled support and collaboration.

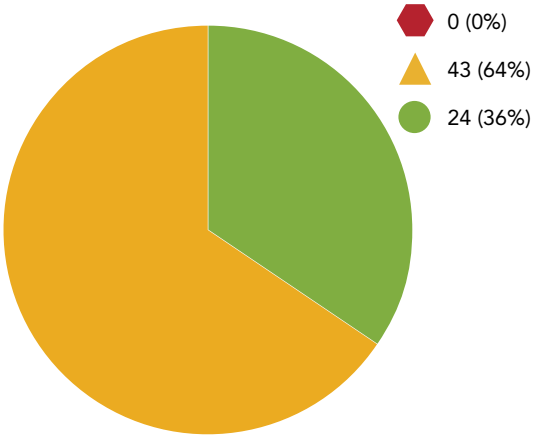
We partnered with this Maintenance Manager to help them meet company targets, elevate this coal mining operation, and successfully progress their career.

"Having set up the DINGO system at multiple operations, we see the benefits of the Trakka system. DINGO delivers support to asset health and reliability teams to meet company targets at the lowest possible cost per ton/hour (CPT/CPH). DINGO is the industry leader and has set the new benchmark in what a true asset management support service should be delivering."

- MAINTENANCE MANAGER AT A LEADING US COAL MINE

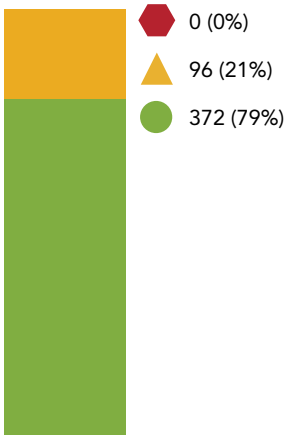
ASSETS

Asset Condition Rating
by Count:
73 Assets

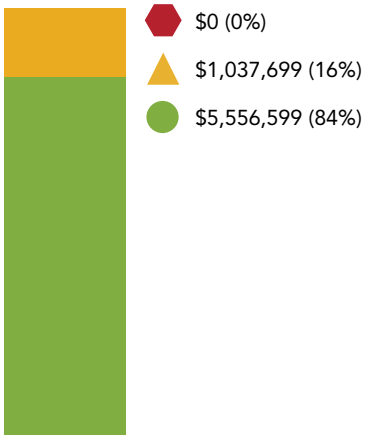


COMPONENTS

Component Condition Rating
by Count:
516 Components



Component Condition Rating
by Rebuild Cost:
$6,707,288 Total Rebuild Value



See how predictive maintenance can help you deliver results here

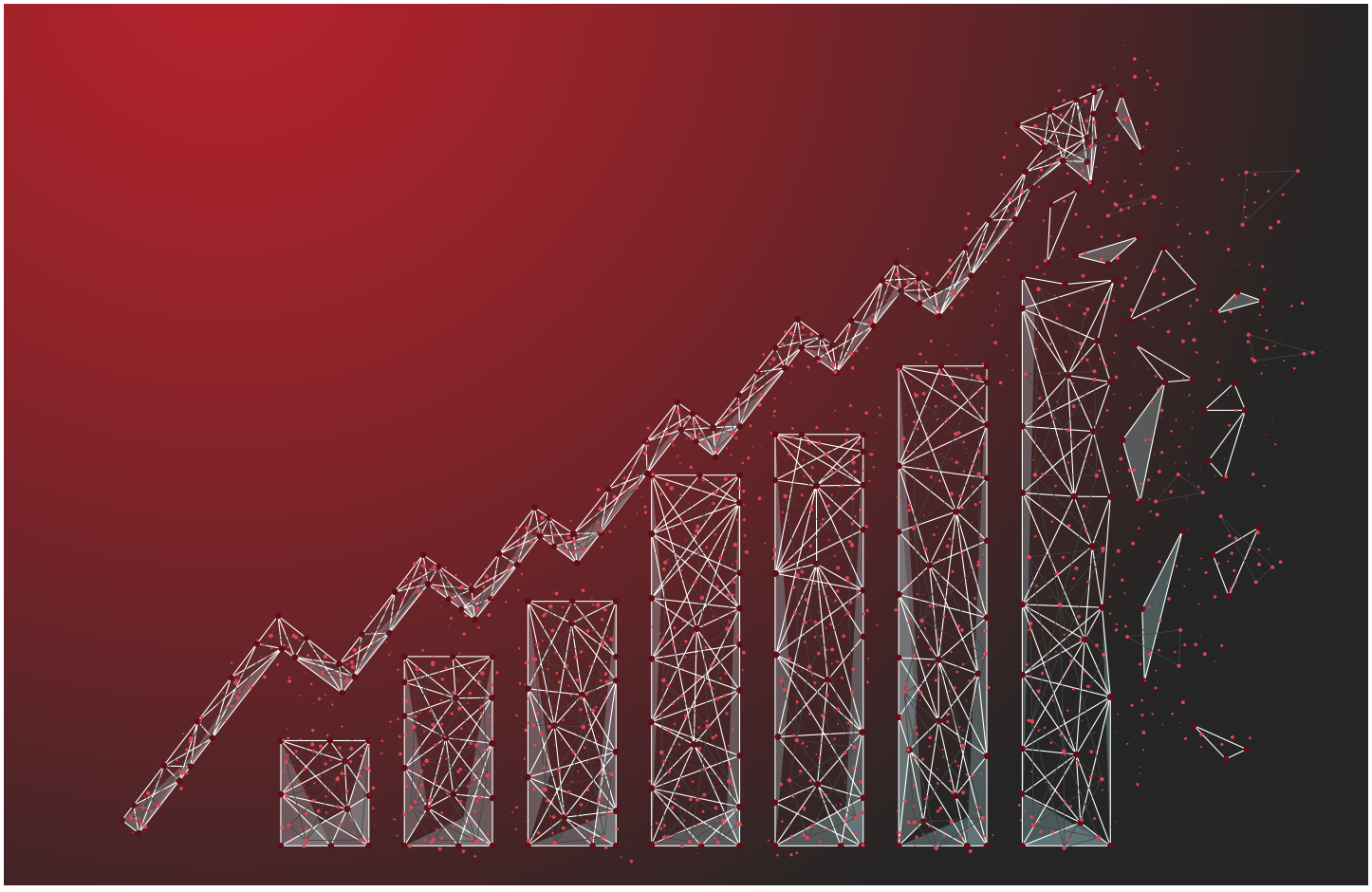
Challenges are opportunities for mutual growth

Many of our customers have come to us with maintenance challenges that were not clearly defined and didn't have an obvious solution.

At DINGO, we believe that together, we can find a better way, and so we partner with our customers to identify opportunities for development and change as knowledge and technologies evolve.

Over the years, we have built custom reports, apps, modifications, and updates that highlight Trakka's unique capabilities and our commitment to growth and teamwork. Our focus is on collaboration - driving continuous improvement to deliver real, and meaningful results at all levels.

We want to help you explore the possibilities to elevate your maintenance teams through predictive maintenance and our unwavering support.



Read more about our commitment to customer success here

The future of DINGO and predictive maintenance

The roadmap for DINGO is about building a network of stakeholders and partners focused on creating a sustainable industry. We want to collaborate on developing technology that maintenance teams can only dream of, only it's not a dream - it's a viable plan to create solutions to current and emerging problems. We are committed to developing products and assisting our customers through implementation and delivery.

As we reflect on our history and evolution, DINGO has proven to be solution-driven, guided by the industry direction towards sustainability, safety, and economic viability. Our business has grown in response to our strong relationships, allowing us the opportunity to launch new ideas, like intelligence and the evolution of the TRAKKA platform, and expand into related industries such as Defence.

We want you to join us, so that together, we can find a better way and shape the future. The key is in economic viability, a low carbon, sustainable economy and workplace health and safety.

Find out how these key opportunities will direct our future here

Thank you

TO OUR CUSTOMERS, PARTNERS AND STAFF
FOR MAKING THIS MILESTONE POSSIBLE

DINGO

Enterprise Predictive Maintenance Software

AUSTRALIA | USA | CANADA | MEXICO | COLOMBIA | CHILE | SOUTH AFRICA

DINGO.COM