

Please note, because of contractual obligations, R-Squared Computing, Inc. is not permitted to disclose certain technical aspects of the work performed.

We apologize for the inconvenience.



Challenge:

With mining holdings across the globe, Bastide de Roche, S.A. faced numerous data reporting challenges. Managers were unable to make decisions on the distribution of equipment, manpower and other resources because of reporting variations and timetables between their various operations. To further complicate matters, each mining operation was operating under different information systems, in multiple languages with no centralized information technology infrastructure capable to collecting, tabulating and reporting the data generated at each site. Bastide was suffering from a classic case of "islands of information" which left management unable to respond quickly to changes in global demand and other market pricing fluctuations.

Solution:

Originally, each mining operation was using different reporting practices, timetables and computer systems. These reports were transmitted by fax, email, couriered hard copy and even via telephone conversation to the corporate headquarters in Spain. To streamline the data collection process, R-Squared Computing implemented a central reporting server. Afterwards, we designed a unified reporting procedure for all the mines to use. All the mine managers were provided new procedure documents in their native language to aide in the transition. The new reporting methods reduced data transcription errors by 32.4% and eliminated fourteen data entry positions from the headquarters offices.

R-Squared discovered Bastide's primary reporting requirements through a series of interviews with all key personnel. As specific requirements were understood, a total reporting solution was engineered based on the requirements at each level of the multinational enterprise. The decision to implement a digital dashboard was the most logical solution. This multi-lingual reporting system was developed to allow Bastide staff to review real-time data specific to their work needs, with advanced Management Level reporting capabilities that allow senior executives to extract highly customizable information using nothing more than their internet-enabled cellular smart phones.

Within 3 months, the digital dashboard reporting system generated a total savings of US\$2.4 million and reduced costly errors.

Using frame relay data connections, all mining sites were connected to the Bastide world headquarters. The central data repository was designed with Microsoft SQL Server 2000 for the tabulation and storage of data. Using Microsoft Access 2003, our engineers

designed a simple data entry interface which was then localized for each language. Data entry clerks at the mine sites could then input ore extraction figures, human resources data, capital equipment expenditures and other such required information.

"[M]y business has become more globalized. At any moment I need to know exactly how my clients, assets, banking and investments are performing, to enable me to make the correct decision for my business and shareholders. Thank you for everything, my friends. R-Squared is world class."

Malcolm J. Gold

Chairman, Bastide de Roche, S.A.

Two separate reporting methods were developed. One method provided access to reports directly through Microsoft Outlook 2003. Reports could be viewed in Outlook and then exported to Microsoft Excel for analysis or manipulation. The second reporting system was web based and available through a corporate extranet only accessible by senior executives. Neither reporting system was capable of changing the data to ensure no erroneous adjustments, though an administrative interface was available to input corrections.


In addition, R-Squared Computing produced extensive user documentation for the digital dashboard system

including technical instructions for future information technology providers should Bastide opt to replace R-Squared with another service provider. Training manuals were translated into twenty-two languages then distributed to local information systems operators at each mining site. A company-wide PHP web message board/forum was developed as part of the corporate intranet for employees to provide assistance to each other and to provide a repository of institutional knowledge regarding the digital dashboard.

Conclusion:

Within 3 months, the digital dashboard reporting system generated a total savings of US\$2.4 million and reduced costly errors. Bastide is now capable of fine tuning mine production levels based on requisite product demand and international commodities market adjustments. Bastide can now identify which are the best markets for their ores prior to extraction and coordinate necessary logistical support with sufficient advance notice to take full advantage of market price.

Furthermore, the PHP message board/forum system has evolved into a corporate knowledge base where employees of Bastide exchange best practices in all aspects of their work. Management utilizes the message board for company announcements and for the distribution of information, such as benefits packages and production bonus schedules.

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