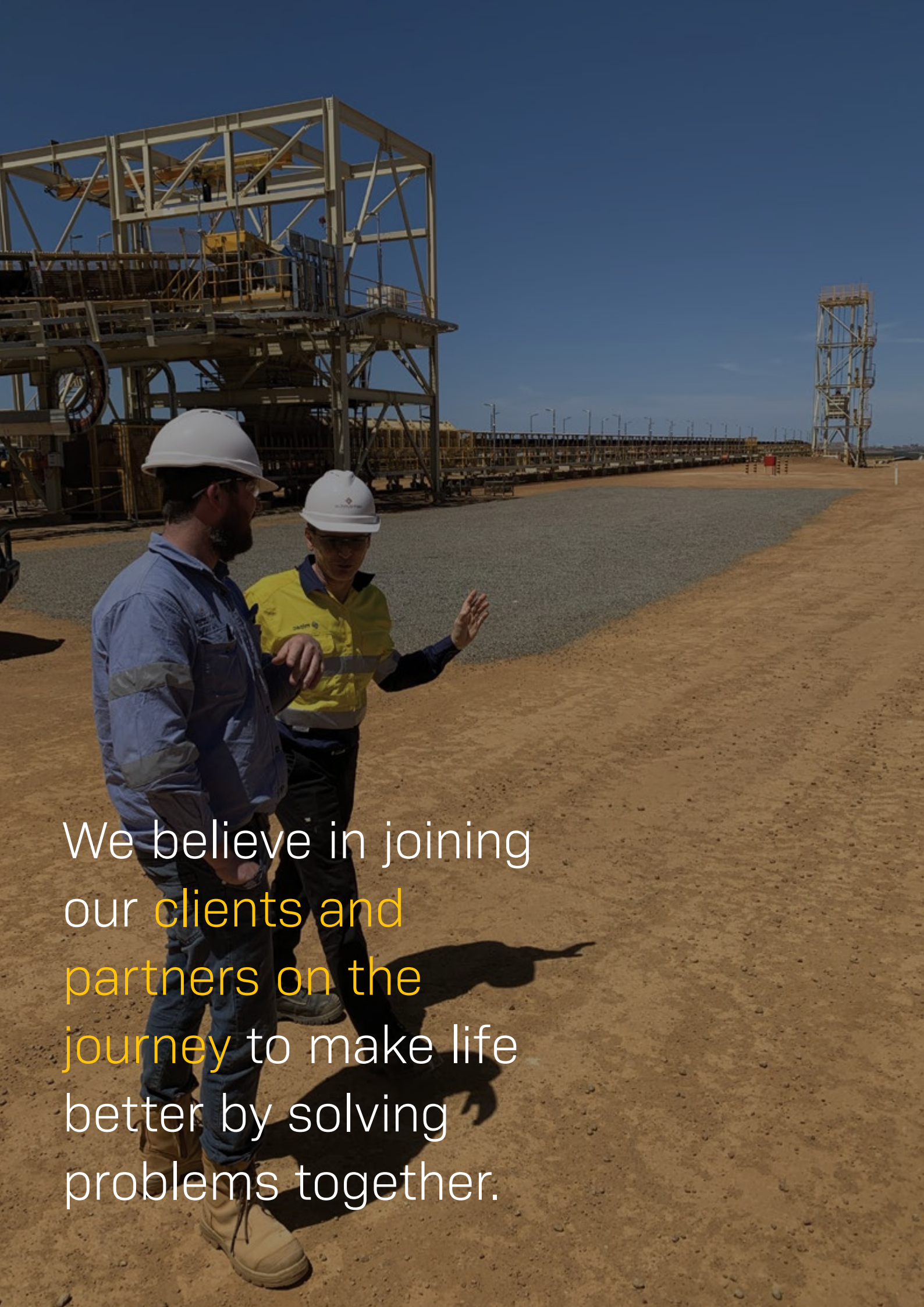# IT/OT infrastructure, PI and MPA Capability

At Mipac, we go *beyond the solution.*

We believe in joining our clients and partners on the journey to make life better by solving problems together.

Contents

Our capability **and fit**

Mipac is your partner in driving operational performance. Our team consists of over 60 information systems specialists, electrical engineers, instrumentation specialists, automation engineers, software developers, process engineers, data scientists and optimisation experts including a team with specialist expertise in AVEVA PI and MPA.

We understand your specific performance needs through our depth of onsite operational experience. We diagnose, design and deliver high-quality, intelligent solutions to help you remain productive, efficient and competitive. The latest automation and control methodologies, digital systems and tools are at the heart of our solutions - targeting optimum performance of your operations.

Our technology agnostic, end-to-end solution capability means that we can execute the recommendations we make ourselves or together with our clients and partners.

Our expert team designs, configures and deploys automation, control, digital and optimisation solutions for greenfield and brownfield projects around the world, delivering productivity, safety and performance.

We have expertise in:

+ Enabling infrastructure: Engineering of physical and virtual industrial servers and networks, automation and control, electrical and instrumentation and cyber security

+ Monitoring systems: Performance data management including historians and warehouses, production reporting systems and downtime monitoring systems

+ Intervention systems: Advanced analytics, automated decision management and task management software (proprietary)

+ Performance optimisation: Digital health checks, advanced process control, support and training

With more than

420

projects delivered
worldwide

———

More than

25

years in
business

———

Working in over

50

plus countries
globally

———

More than

100

clients across
the globe

———

More than

60

experts dedicated
to your project

———

We believe that together we can solve today's challenges, create tomorrow's opportunities and lead industry transformation.

AVEVA PI
capability

Mipac is an AVEVA Partner and has significant experience delivering AVEVA PI projects and 24/7 support to industrial operations (including mining, utilities, oil and gas), which is applied to all of our support engagements. Our range of services relating to AVEVA PI include:

+ 24/7 remote and onsite support including maintenance and troubleshooting.

+ Alerts/Notifications

+ Application development (standard and custom) including notifications

+ Architecture design

+ Infrastructure, performance, access and security audits

+ Installation and configuration

+ Integrations

+ Maintenance/Troubleshooting

+ Performance - clean-up of PI analysis, compression and exception, load balancing

+ Procurement and Licensing

+ Security and Access - PI security (tag security, user access, permissions etc)

+ Training (standard and custom)

+ Upgrades

Mipac is proud to advise we are one of a select few Australian vendors that holds AVEVA PI accreditation in:

+ Infrastructure

+ Installation

+ Development.

The above accreditations enable us to expertly deliver the full suite of PI services to our clients.

AVEVA
REGISTERED
System
Integrator

24/7 support
capability

Mipac offers a 24/7 Service Desk to configure, install, operate, maintain, manage and monitor the IT/OT, PI and MPA environments.

The Service Desk provides site personnel a single point of contact to lodge and track service requests with the aim of restoring services as per the Service Level Agreement. The 24/7 service desk is contactable by telephone, email and online support portal providing the following services:

+ Adding new PI tags to the system

+ Application support (installation, upgrades, fixes and user support, including communications with external software vendors as required)

+ Classifying, prioritising, escalating and solving incidents

+ Communicating with site personnel on progress

+ Documenting the IT/OT, PI and MPA environment

+ Front line support and discovery of methods for fixing

+ Interacting with third parties engaged by the client to solve issues

+ Proactive communication with client personnel regarding planned outages or incidents as per agreed communication protocols

+ Proactively identifying opportunities for improvement and/or potential vulnerabilities

+ Providing timely information to our cilents in relation to cyber-security incidents occurring across Mipac's client base.

+ Recording incidents in an auditable and trackable manner

+ Request fulfilment

+ Service Desk reporting against agreed metrics and reporting on incident trends, including recommendations on how systems may be improved to deliver better service or lower cost

+ Software asset management as required

The Service Desk becomes the first point of contact for site personnel to raise IT/OT, PI and MPA issues and includes a classification system based on the criticality of issues for business operations.

We solve challenges in performance, productivity, and safety by enhancing existing infrastructure systems and technology.

"Mipac's engineers are highly experienced and collegial — happy to share expert knowledge with clients through training and support — and their holistic approach to problem solving leads to long-term, sustainable improvements."

Monitoring, maintenance
and support capability

Mipac provide 24/7 services to comprehensively monitor, maintain and support our client's IT/OT, PI & MPA environments by providing the following:

+ Remote Support

+ Planned service visits (if required)

+ On-site support (if required)

+ Server and application monitoring and maintenance of:

  ◊ Event logs

  ◊ Availability

  ◊ Drive space

  ◊ Backup imaging monitoring and maintenance

  ◊ Firewall

  ◊ User administration

  ◊ Patch management

  ◊ Log file maintenance

  ◊ Disaster recovery testing

+ Patching on servers and provision of reports

+ Network monitoring for issues and/ or outages

+ Power monitoring using IEC61850

+ Maintaining the IT/OT, PI and MPA environment including software patching

+ Any other services required to support the IT/OT, PI and MPA environment

+ Proactive communication with client personnel regarding outages or incidents during service desk implementations

+ Performing annual audits of the IT/OT, PI and MPA environment

+ Providing monthly service delivery report

+ Remote monthly meeting with key client stakeholders to discuss service delivery

+ Scheduled data back-up, back-up testing and data restoration as required.

Reporting and
documentation

Mipac's Service Desk includes an online support portal to lodge and track support and user application requests and response rates. The support portal also doubles as a live knowledge repository capturing:

+ Responses to support requests

+ Work undertaken

+ Outcomes obtained

+ Value created

+ 'How-to-articles' for repetitive processes (e.g. adding new tags)

+ Service delivery protocols.

By capturing this knowledge, our clients can search for previously submitted requests and responses to solve infrequent but previously submitted tickets, without consuming support hours. A monthly report is generated from the online portal detailing support activity:

+ Number of support requests made and resolution status

+ Solutions delivered

+ Immediate recommendations

+ Total number of engineering support hours used and remaining.

The monthly report is complemented by a monthly meeting between Mipac's support team and key client stakeholders to discuss service delivery details.
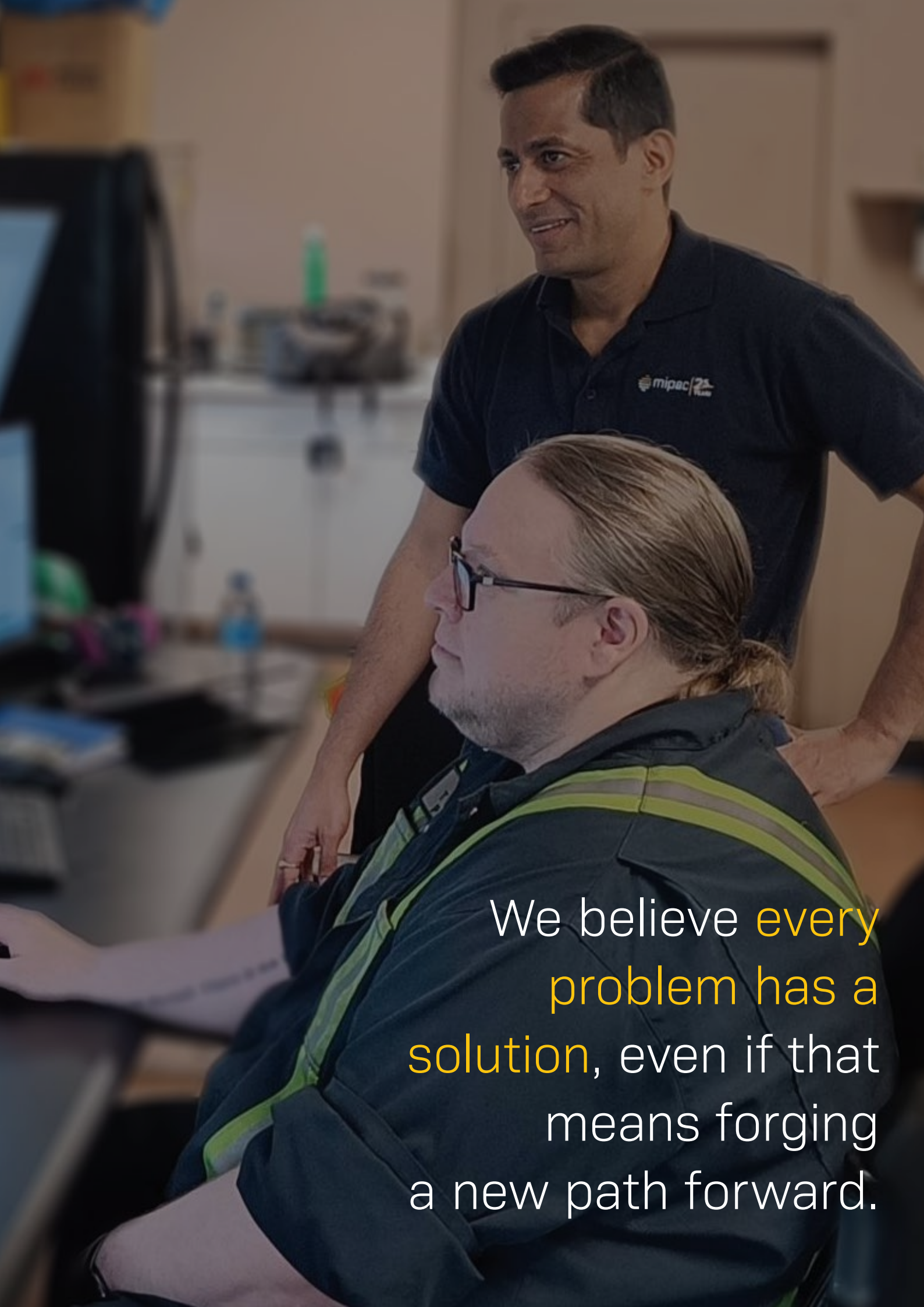
We believe every problem has a solution, even if that means forging a new path forward.

Customer
testimonial

Mipac has been none other than a trusted partner throughout our Cobre Panama project where they were engaged to provide around-the-clock support for the AVEVA PI System, RtDuet and MPA. Not only did Mipac provide an easy-to-use service desk portal where we were able to log issues and simply find solutions to common problems through a library of rich how-to articles, they also offered a direct line in the need for emergency support.

Mipac team has continuously demonstrated a high standard of excellence, providing Cobre Panama with the best products, services and support. The attention to detail in designs and implementation is outstanding.

Mipac's genuine and dedicated engineers supported our team from the inception of implementation of the PI system and new PI components (including a PI Integrator and Power BI reports), all the way through to concept development of a new architecture that helped boost performance and reliability and increased security to meet the growing demands and requirements for 24x7 support.

Mipac has worked side by side with me and the team on all challenges during and after implementation.

Not a milestone was missed through the course of the project due to the commitment Mipac demonstrated as a pivotal partner in helping us achieve optimal results. Mipac has understood the requirements and demands of our site and has delivered equally as demanded.

Ravindran Pillai, Lead Control Systems Engineer,
Cobre Panama

Our case
studies

Mipac has significant experience in supporting other global operations with their AVEVA PI needs, including but not limited to:

+ First Quantum Minerals - Cobre Panama: 24/7 remote support and projects

+ New Century Resources: remote support and projects

+ Glencore - Mount Isa Mines: remote support and projects

+ Northern Star Resources – Pogo: remote support and projects.

mipac

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with our clients and partners
to achieve their goals.

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beyond the solution.