



## COSOL CASE STUDY

Glencore – Business  
Objects Upgrade

### Our Client

Glencore's Mount Isa Mines (Glencore) produces Copper and Zinc which is processed in the Townsville Refinery. These two mining processing streams enable Glencore to deliver natural resources as the biggest underground network of mines in the world.

### Our Project

Glencore run Ellipse 8.5 and completed a project to convert their reports from Corvu to Business Objects 4.2 (BO). The Information Systems and Technology (IS&T) division is responsible for Glencore's internal business reporting needs through BO.

Glencore moved the IS&T division from Mount Isa to Townsville resulting in the loss of a number of IS&T contractors. There was also a shortage of BO knowledge within the organisation. The combination of these factors resulted in IS&T's BO incidents and service request queue growing therefore putting pressure on IS&T to meet the needs of the business. COSOL was required to reduce the number of incidents and service requests whilst limiting the impact on the existing IS&T resources.

### Our Delivery

COSOL provided a dedicated BO resource with extensive Ellipse knowledge to work through the backlog of incidents and service requests in IS&T's BO support queue.

By providing a BO resource with extensive Ellipse knowledge COSOL were able to:

- Quickly assess Glencore's BO environment
- Begin servicing requests in the queue by directly communicating with the requestor and limited input from IS&T existing resources
- Make recommendations and corrections to Glencore's existing BO reports where issues were discovered

COSOL was able to drastically reduce the number of tickets in the support queue and provide solutions to the business users. COSOL continues to provide BO support to Glencore to ensure new requests are handled in a timely fashion and the number of items in the queue maintains manageable.

### Contact Us

For further details email [enquiries@cosol.com.au](mailto:enquiries@cosol.com.au), visit [www.cosol.com](http://www.cosol.com) or call your nearest COSOL office.