



By developing virtual worlds, Tecknotrove offers an environment where the trainees can safely experience, engage and understand surface and underground environments, hazards and emergency situations in a virtual world

Ms. Payal Gupta

Director - International Business Development - Tecknotrove Systems India Pvt Ltd

Q-1. Can you elaborate on the special technology products and training solutions for the mining sector and how does it help for smooth functioning of this vertical?

Ans. The availability of skilled workers to work in the mines is a problem many mining companies are facing around the world. This shortage is due to lack of training and skill development, an aging workforce and an increased demand for mining. This kind of shortage is not only impacting the productivity at mines but also the impacting the safety and ultimately the profitability.

To support this increasing need for training and the challenges that the industry is facing, Tecknotrove works with the mining companies, equipment manufacturers and governments to set up technology enabled learning centres that aim to reduce the skill shortage and in turn improve productivity, safety and profitability at mines.

While hands-on training in an actual mining environment is a methodology used to train workers for decades now, but it provides limited real-life opportunities and exposure to risks associated with the job. Hence there is a strong demand from the industry for scalable training solutions that train better and expose the workers to real-world working conditions without the associated risks.

Tecknotrove is focused on improving the training quality and standards for mines. With the help of mining experts, the team

is developing a series of technology enabled training solutions for the surface and underground mines. Tecknotrove sets up technology enabled learning and development centres with a full suite of training technology that includes: Virtual Reality Solutions, Training simulators, Augmented Reality Training Solutions and Interactive E-Learning programs.

Virtual Reality and Interactive learning solutions offer scalability in training. It makes it possible for mines equipment manufacturers and training institutes to train their teams remotely under complete safety and in lesser time. By developing virtual worlds, Tecknotrove offers an environment where the trainees can safely experience, engage and understand surface and underground environments, hazards and emergency situations in a virtual world. VR Training for mines is a cost-effective tool to improve safety awareness, increase safety, improve productivity and reduce the risks associated with the job.

TecknoSIM VR/AR training solutions are being used in numerous scenarios by the mining industry, including:

- Mine site Induction and familiarisation training.
- Emergency preparedness training.
- Working in confined spaces training.
- Training on equipment familiarisation and operations.
- Training on machine inspection maintenance.

Q-2. What are the challenges of business operations which you tackle successfully?

Ans. In addition to talent shortage, mining industry around the world is always looking at ways to improve productivity and safety. Increasing tire costs, fuel costs, costs of unscheduled maintenance, insurance costs and productivity loss eats up the profitability of mines. Tecknotrove aims to reduce these challenges with its technology enabled training solutions.

For example to tackle the increasing tire expenses, TecknoSIM Mining Simulators provide detailed assessment of operator behaviours which directly impact tires. Behaviours like idle steering, harsh breaking, excessive speeding or driving over spilled material are recorded during a session. With these reports, the trainers train the operator on correct behaviour so as to improve the life of tires. In addition to this the (VR) Virtual reality training on equipment maintenance trains the operators on how to maintain the tires and inspect it before each trip. Our experience shows that with the help of combination of simulator and VR training like this, operators can extend tire life by at least 10%.

Q-3. Apart from expanding your sales through first time buyers, what would be your strategy to retain your existing customers?

Ans. The team at Tecknotrove is continuously innovating to develop new products and

introduce new features in the existing product. We make sure that each product feature is solving real industry problem and challenges. We also provide training support to our customers to ensure that they are able to achieve the maximum ROI from their investment in technology. Our continuous support to our customers, helps us in retain our customers, deliver value and build a great brand.

Q-4. With the government's commitment to nation building measures how do you see this impacting your industry scenario?

Ans. The steps taken by the government with focus on skill development and vocational education really helps. Skill Council for Mining Sector (SCMS) promoted by FIMI and supported by Ministry of Mines is the apex body to train and meet the requirement of skilled workforce for the mining. We have seen a growing demand for simulators and other technologies from the industry after these initiatives were taken. However to meet the ever rising demand of technically skilled human resources for mining sector it is important to include the vocational education in high school and colleges as a part of the curriculum. It is important to attract young talent to keep the industry growing. Technology enabled training using Simulators and Virtual Reality really helps in this by attracting young talent and skilling them for the jobs so that they are directly employable.

Q-5. What are the success mantras you abide by as you sought to create a legacy of success?

Ans. There is a plethora of things that one keeps in mind while building a business. Among these, the employees, the vision of the company, customer relationship are the most essential. Some key success mantras that have helped us build a brand and reach where we are today are the following

Mantra 1 - Continuous Innovation: Being a leading player in the Industry, we feel responsible and are committed to constant innovation. To be ahead of the game and deliver the best to our clients it is important that we are continuously innovating. Our goal is to continuously find better ways to train people, improve safety & increase productivity. Hence we invest in building great and talented teams that can align to our vision and deliver the best.

Mantra 2 - Customisation is the key - For Tecknotrove, customers are very important. We believe that Success comes from working with working closely with customers and delivering what they need. Hence our solutions are customised to suit client requirements. We listen to our customers and develop what they need. Our products and solutions are focused on solving real industry problems for our clients. Hence we have been able to work and deliver projects in more than 24 countries across the world.