TCard

Track and coordinate tasks in real-time within and across shifts

mipac

About TCard

TCard was born out of the need to develop a fit-for-purpose industrial task management solution to improve transparency and standardise regular task activities to increase production, safety and housekeeping.

TCard transforms task management by leveraging the simplicity and effectiveness of Kanban-style taskboards with software tailored specifically for 24/7 operations.

By replacing inefficient systems such as paper, whiteboards and Excel with TCard, you will experience enhanced communication and engagement, greater transparency and increased operational awareness.

Features and benefits

Consistent operational procedures.

Each task card contains detailed procedures with tables, images and files, ensuring all operators consistently perform assigned tasks. Operators flag outdated procedures using the "feedback requested" option, so your operation always follows the most current practices.

Real-time coordination and escalation.

Operators can update task status, upload images, request assistance and provide commentary, all whilst in the field. This two-way communication ensures that any complications are documented, allowing teams to respond quickly and effectively to operational issues.

Comprehensive task tracking.

Shift-focused task boards provide visibility into every current operator activity across each plant area, ensuring that all tasks are monitored and managed efficiently. This prevents missed tasks and avoidable downtime.

Operational performance insights.

By capturing and tracking critical activities like equipment breakdowns and shutdowns, TCard maximises production and minimises downtime, saving you time and money.

Why choose TCard?

What could missing a safety or operational task cost your operation?

A task missed today rarely causes an immediate problem, but it can lead to issues tomorrow or even a month later.

TCard enables your entire operations team to see the status of every task, across all shifts and departments, ensuring that today's missed tasks don't become tomorrow's problem.

What our customers say about TCard

MOUNT ISA MINES

"Mining & Processing operations are inherently different to other industries and we needed a product that could meet our needs rather than fitting our business around the product. TCard helped solve a number of challenges, some obvious from the outset and other that became obvious once resolved. Sharing the load, standardising the approach and giving our Operators continuous input into the tasks continue to be the key to the success we've achieved."

Mark Peterson
Manager - Maintenance
Mount Isa Mines, Glencore

KAMOTO COPPER COMPANY S.A.

"We've noticed the coordination between the Superintendents, supervisors and the operators has improved a lot. Now we are getting a lot of feedback from the operators. Because we have a TCard email that comes with all the comments, we tend to pick up very important feedback...I like TCard as a system, it's quite straightforward, it's simple and it's functional."

Marvin Muller
General Manager Processing
KTC, Kamoto Copper Company S.A.

How TCard Compares

Features	TCard	Manual (Paper, Spreadsheet)	Off-the-shelf Task Tools	ERP or Maintenance System
Roster Understanding Recurring tasks automatically scheduled to suit industrial specific shits, rosters, and work patterns	✓	✗	✗	✓
Purpose Built for 24/7 Operations Supervisors can distribute tasks among teams working around the clock	✓	✗	✗	✗
Plant Hierarchy Clear assignment of tasks linked to the plant hierarchy	✓	✗	✗	✓
Templated Procedures Ensure consistency in task completion by incorporating templates and linking them to established standard operating procedures	✓	✗	✓	✓
Operator Feedback Inbuilt provision to request (and receive) feedback	✓	✗	✗	✗
Daily Summary Daily email summarising work performed, issues encountered, and any feedback required	✓	✗	✗	✗
Shutdown Management Dynamic tasks based on scheduled equipment shutdowns	✓	✗	✗	✓
Opportunistic Shutdown Tasks Create tasks to take advantage of unscheduled downtime	✓	✗	✓	✗
Ease of Use Simple user interface with colour-coded statuses	✓	✗	✓	✗
PRICING				
Unlimited Users, Unlimited Tasks Annual site licence with unlimited users, unlimited tasks	✓	●	✗	✗
Rapid Implementation Included Rapid implementation to match your current operation and existing tasks is included in the first year pricing	✓	✗	✗	✗

Did you know?

We already have an existing ERP (SAP, Elipse, etc) as an enterprise standard. Why would we need TCard?

TCard is designed to complement and enhance your existing ERP system, not replace it. While ERPs are powerful for managing enterprise-wide data, they often lack user-friendliness for operational teams and can be challenging to onboard new team members.

TCard fills this gap by providing an additional layer of operator-direct information, specifically tailored for day-to-day activities within minerals processing and mining plants.

How long before we can use TCard?

Your TCard application typically takes as little as two weeks to be up and running within your operation.

Can on-site training be included in the implementation process?

Yes, absolutely! While our standard Rapid Implementation Service is delivered remotely, we understand the value of on-site training for some clients.

If desired, on-site training can be incorporated into the implementation process to provide your team with hands-on support and personalised guidance. Please contact us to discuss your particular requirements.

What support is provided?

We understand that different customers have different support needs, which is why we offer two levels of support.

Our standard support package is designed for customers who need basic support, while our premium support package is ideal for customers with more complex needs or customised solutions.

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We believe in working together with our clients and partners to achieve their goals.

At Mipac we go
beyond the solution

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With more than
730
projects delivered worldwide

over the past
3
decades, we've worked in

more than
55
countries around the globe

for more than
110
clients across the globe

with a team of
180
experts dedicated to projects like yours