

The role of GBS in driving enterprise transformation

The role of GBS in driving enterprise transformation via **S**ocial, **M**obile, **D**ata **A**nalytics and **C**loud technologies.

Scott Singer

Head of Global Business Services
Rio Tinto



Rio Tinto – a world leader in mining

Aluminium

Leading position in:

- bauxite
- alumina
- aluminium



Copper

Leading position in:

- copper
- molybdenum



Diamonds & Minerals

Leading position in:

- diamonds
- titanium dioxide
- borates and salt



Energy

Leading position in:

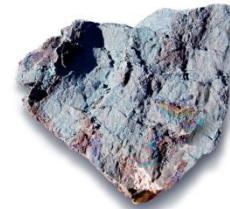
- uranium
- export coking and thermal coal



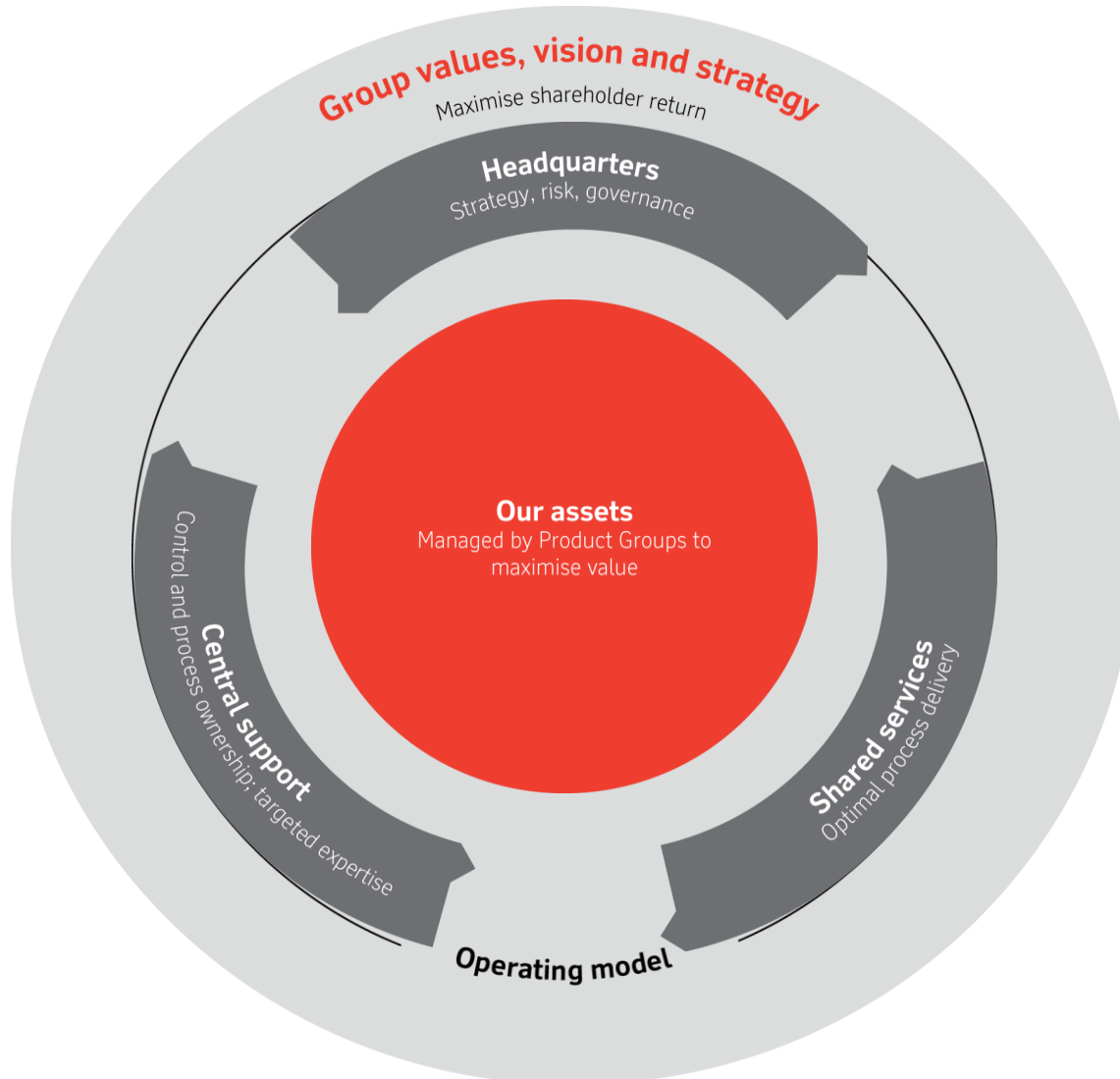
Iron Ore

Leading position in:

- seaborne iron ore

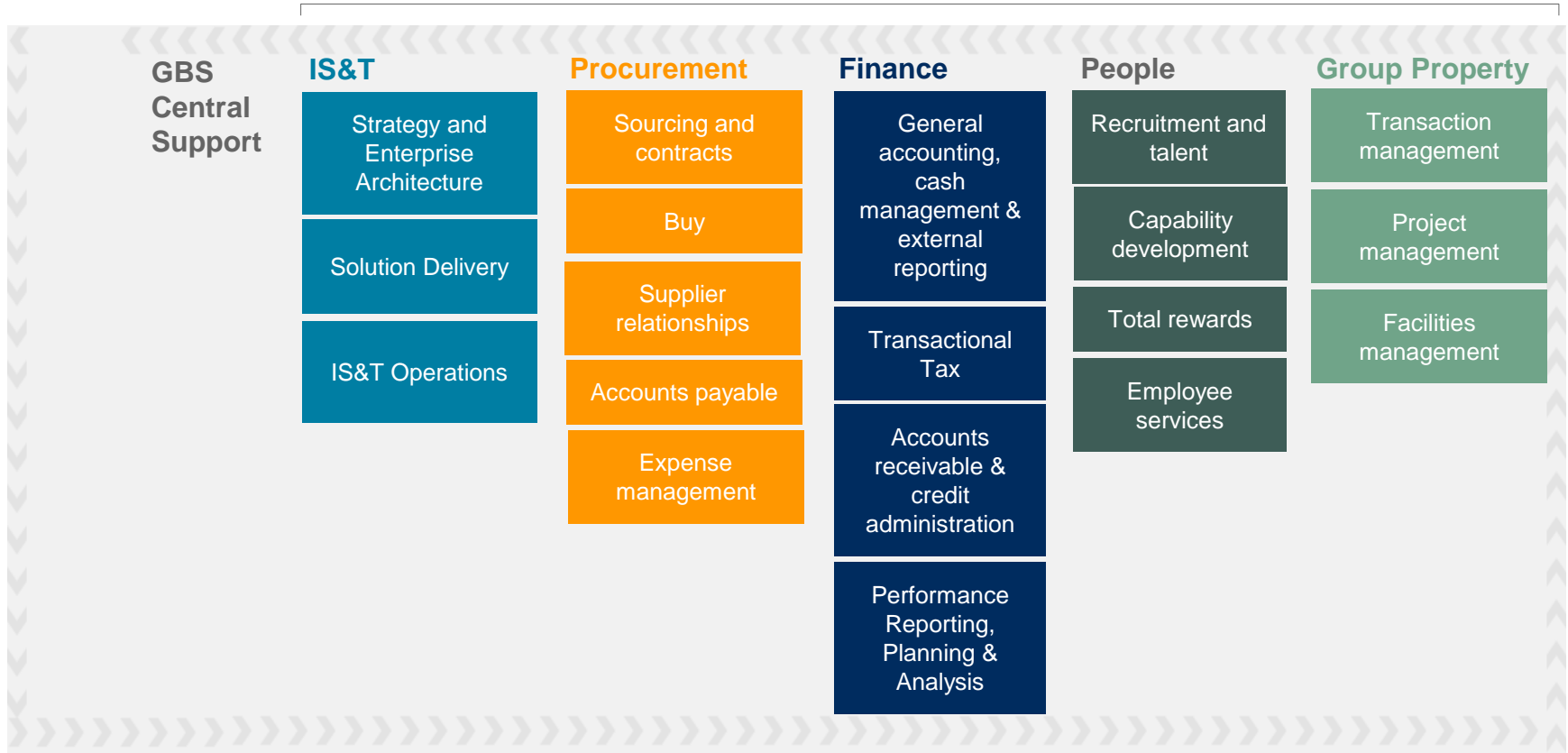


The Rio Tinto operating model



GBS delivers value across five functions

Global Business Services



Supported by our outsource providers

Manila – Chennai – Pune – Bangalore – Krakow – Lodz – Kuala Lumpur

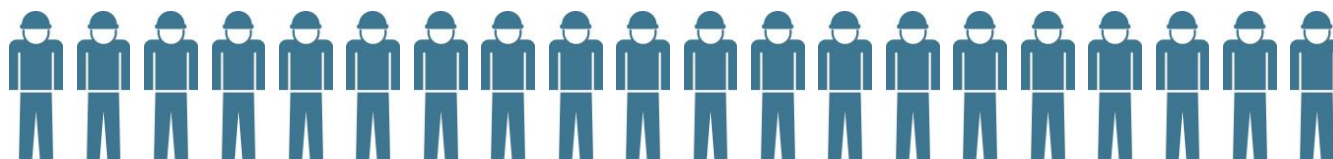
The right work, in the right location, with the right people

Our teams are based in locations around the world providing a wide geographical spread plus diversity of talent and culture.

Resources

Outsourced

48%



APAC

30%



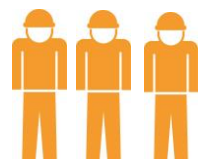
North America

16%



Europe

6%



We have a large footprint across the company

50,000 suppliers worldwide

328 Windows Phones

962 Android devices,

5,159 iPads and iPhones

7,532 Blackberry phones

46,199 computers

51,359 mailboxes

74,804 SAP users

600 report types

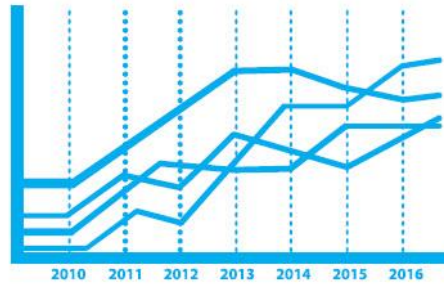
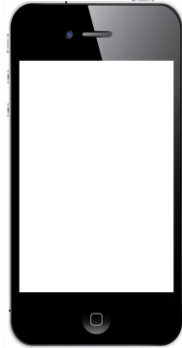
400,000 reports generated
each month

730,000,000 transactions
each year

84 payroll runs per month
across 7 countries



GBS is driving SMAC technologies to accelerate enterprise transformation



We use **S**ocial Media to engage and inform

- Use of Yammer as enterprise social network, helps us to **connect, share, solve** and **innovate**
- Self governing
- Has overtaken traditional channels and prior investments
- Real tangible value: visible leadership, breaking down silos, sharing ideas



16,600 members

300 new members each month



Scott Singer

To GBS (Global Business Services), Hugo Bague, and Ramsay Chu

Hugo Bague with an Infosys associate from the master data management team in Pune...he passionately explains what he is doing as part of the extended RTP team...5 September 2014



Mobility drives productivity and innovation

- Corporate apps drive productivity improvements
 - Operations
 - Maintenance
 - Business travel
 - Flexible work
- ERP platforms need to catch up on mobile
- Experimenting with Google glass



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Analytics play a key role in our Mine of the Future™



Pilbara – autonomous haulage system



Haul Truck Wheel Changer (HTWC)

Autonomous Drilling System



Processing Excellence Centre

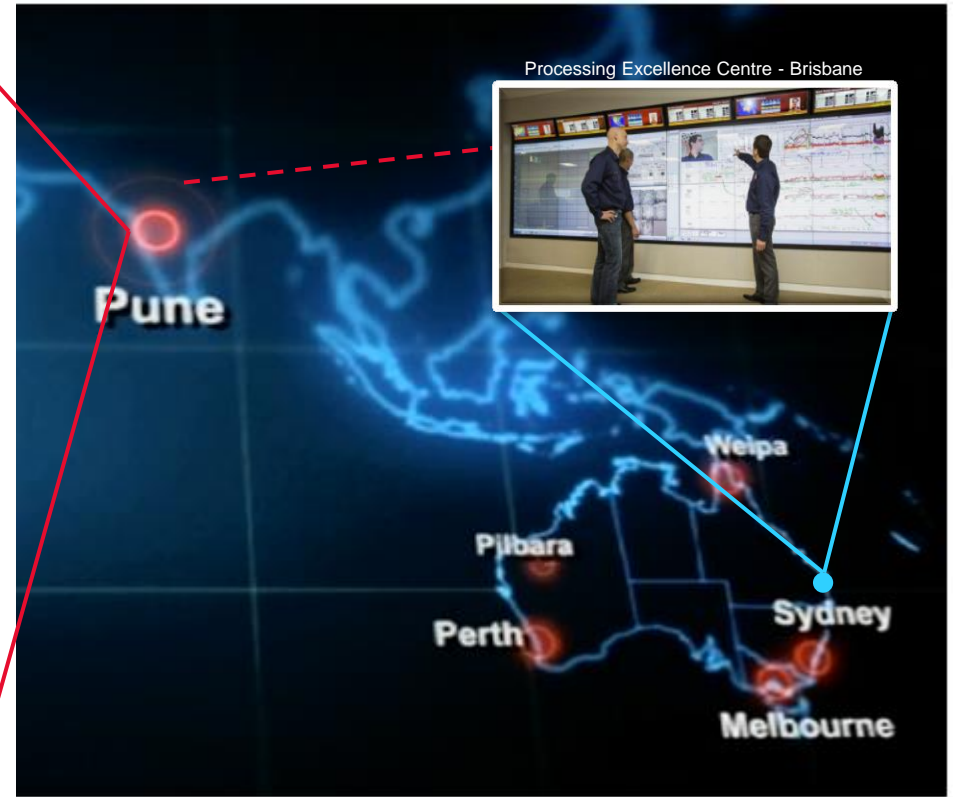
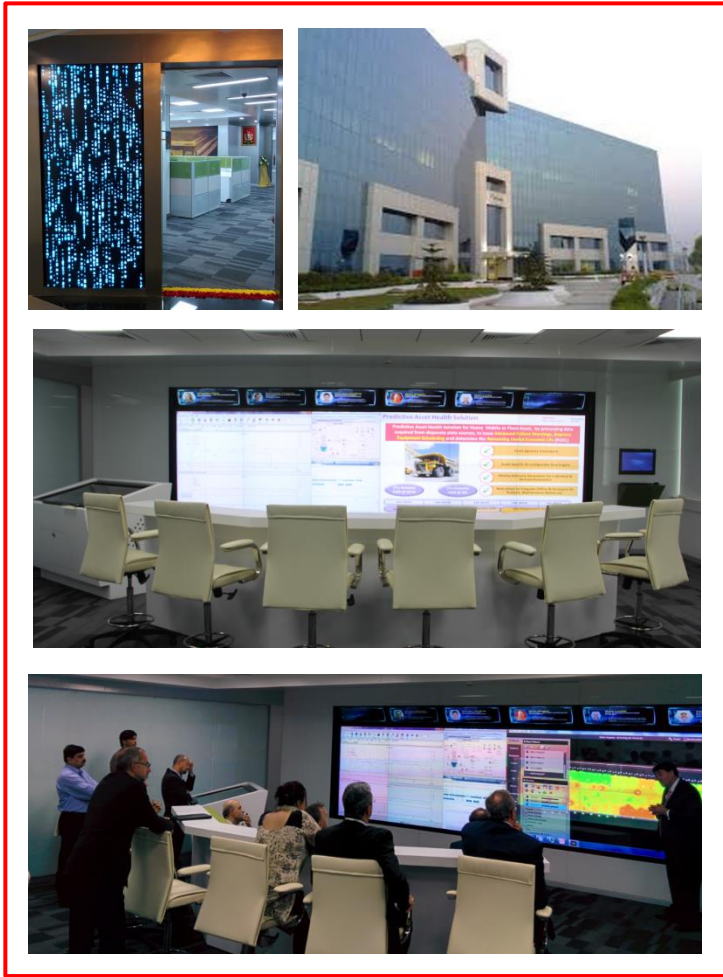


Pilbara – AutoHaul®

Pilbara operations centre

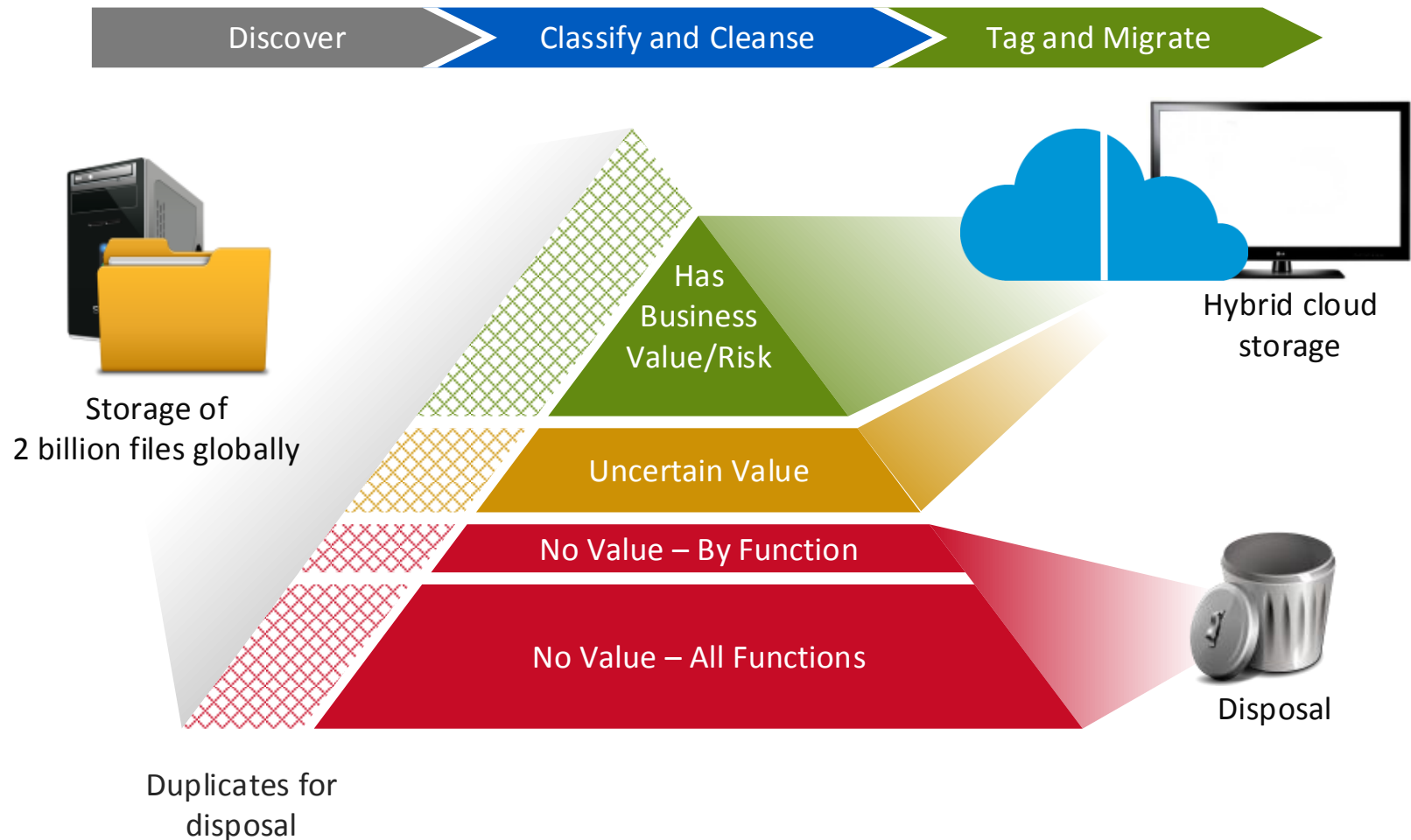


Our Analytics Centres have global reach



- Advanced Big Data Analytics
- Seven global facilities
- Real time data & collaboration
- Optimise productivity

Strengthening information governance



Powered by:

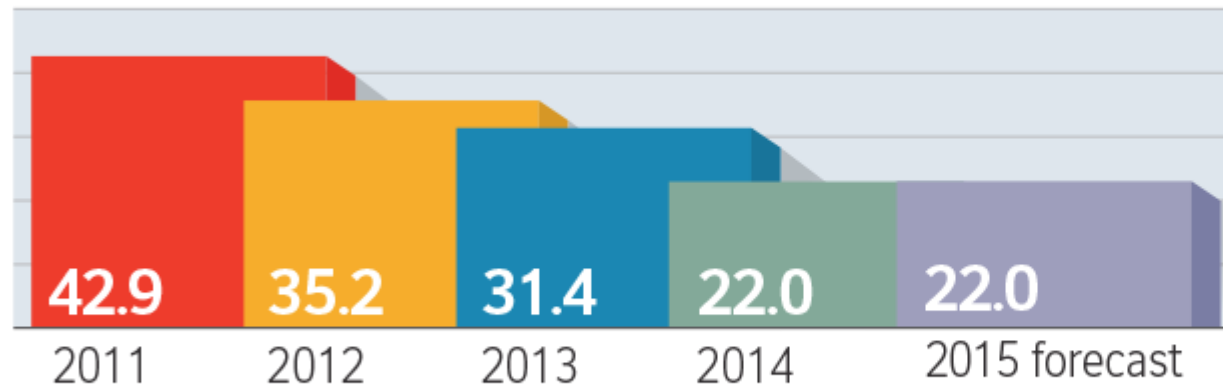


Using Analytics to deliver savings via property consolidation



Brisbane, Australia

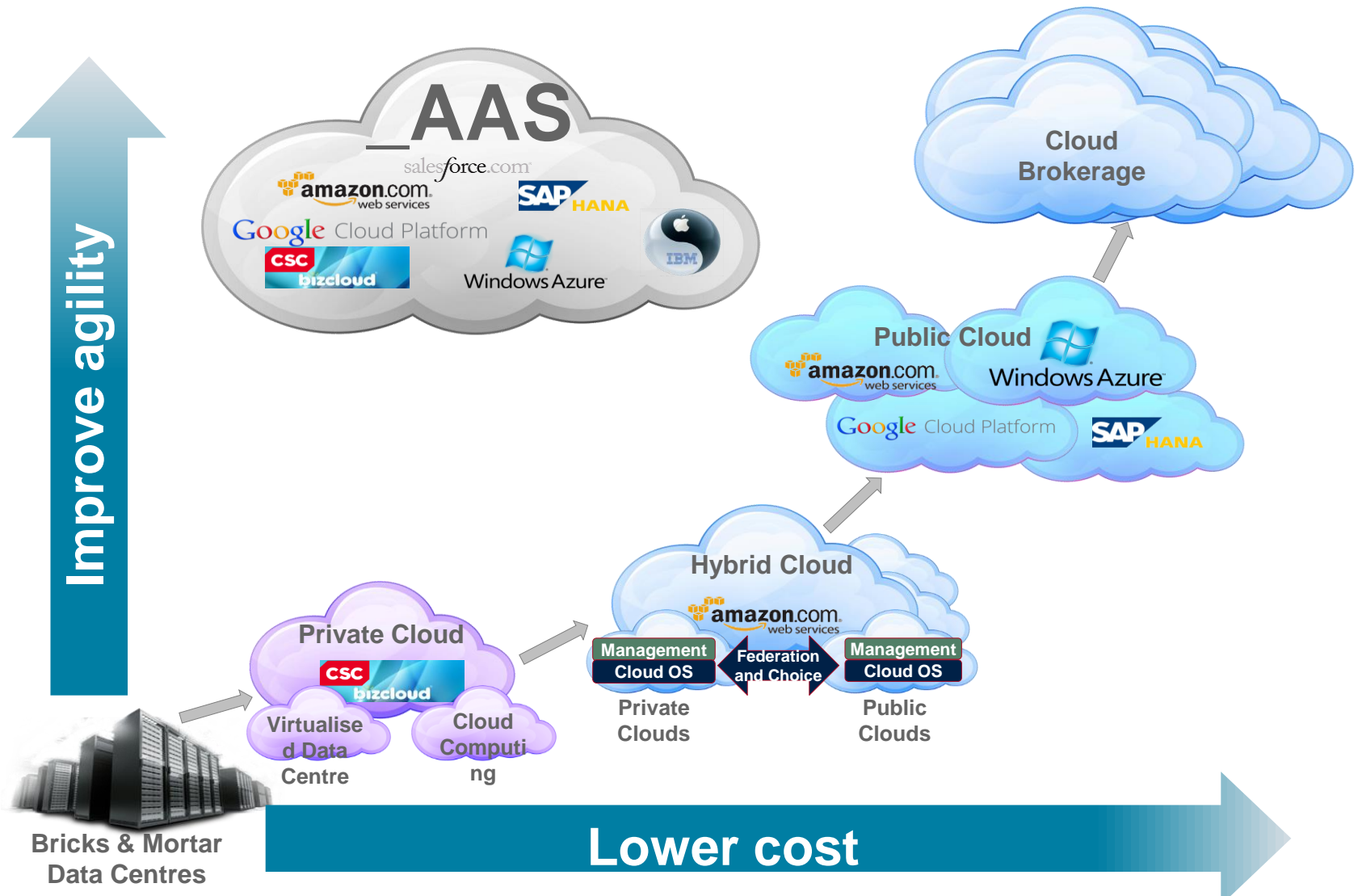
Occupied space 2011 - 2014 ('000 m²)



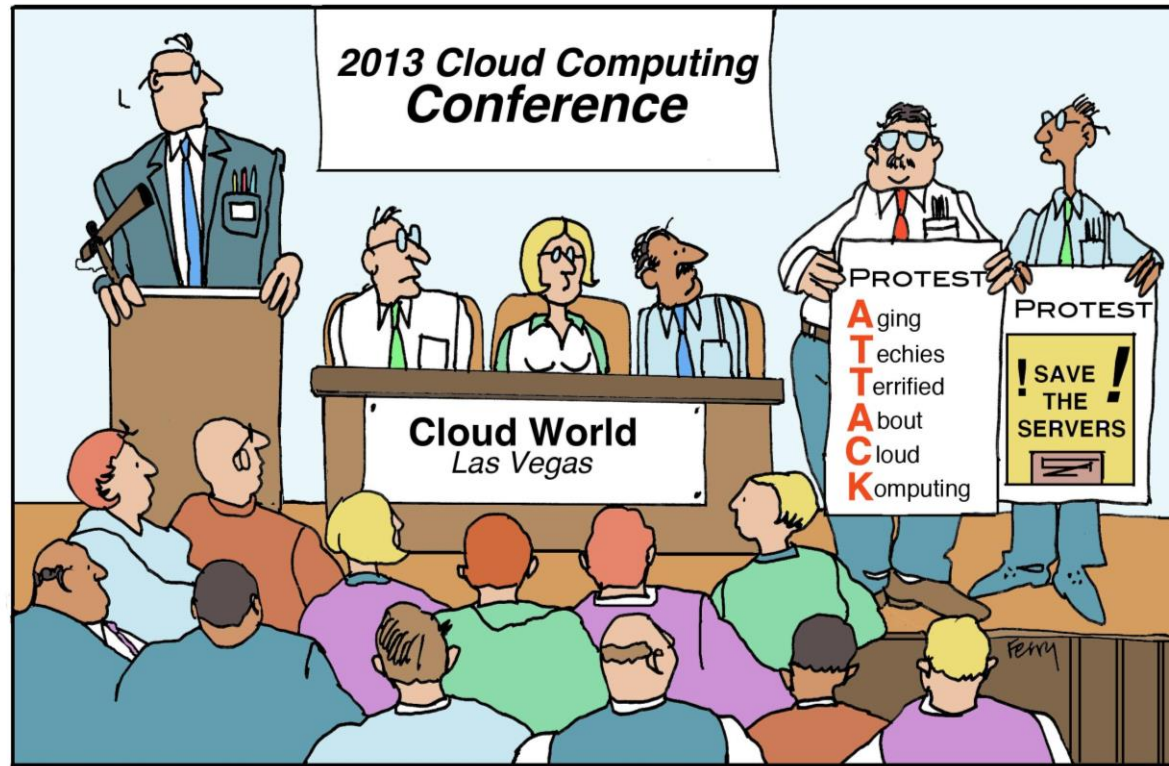
▼ 49%

21,000m²

Cloud: the journey from bricks and mortar data centres

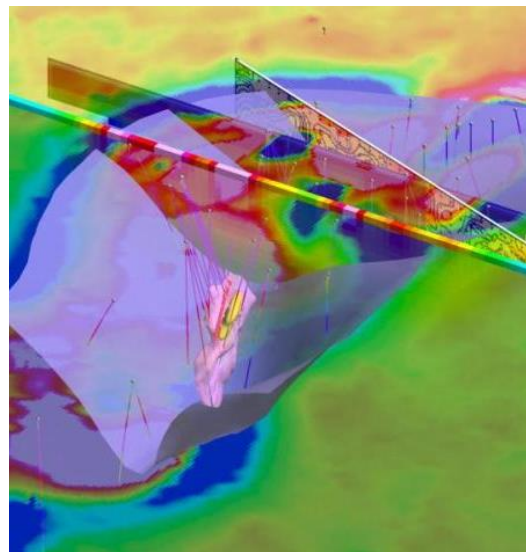


Cloud: challenging traditional IT boundaries



Ian and Fred protesting at the annual Cloud Computing Conference.

Cloud computing has improved information management for Rio Tinto exploration



SMAC supports the GBS mission

To deliver value to Rio Tinto as the provider of **easy-to-use and quality services and solutions** to enable our product groups to focus on core operational objectives.

Questions



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