



THE REMOTE CONTROL 3 (RC3) CONTROL CENTER

CASE STUDY

WHAT WAS THE PROBLEM:

Eskom Logistics Managers in South Africa had to make important decisions based on delayed and limited information, which hampered the efficiency of the supply chain operation. The supply chain was complex, with multiple sources of data. At their peak, the trucks in the supply chain drove the equivalent of 15 times around the globe in a single day, making deliveries between 33 mines and 13 destinations, and included rail and conveyor transport. The scale of the operation required a significant amount of real-time information which was not available.

HOW WAS IT SOLVED:

In just over a year, the Remote Control 3 (RC3) center was set up, providing managers and operational staff with reliable real-time information either at their desk or on-site via cell phone. The information was available through email, the web, and SMS messages, with hundreds of reports accessed online via the Logistics Information Platform (LIP). LIP interpreted all the data from multiple sources across all transport nodes, by primarily linking to weighbridge systems and vehicle tracking allowing users to interface with one single platform and find out almost anything about what is happening at any point of the supply chain.

WHAT WAS THE OUTCOME:

The RC3 changed the way the supply chain operates and visibly reduced transport and operational costs. The coal transport logistics beat targets by up to 115 percent through the innovative use of existing and new systems, including the node monitoring program called Shazam. The node monitoring focuses on product quality, product availability, and processing ability. There was an almost doubling of the supply chain performance since the inception of the node monitor. This resulted in increased visibility, efficiency, and productivity across the supply chain. The RC3 became a benchmark for other control centers such as the C4, which now tracks supply chain operations in other industries such as the aluminum, sugar, coal, and forestry industries.

The utilisation of our Remote Control 3 (RC3) Control Center resulted in a reduction of overloading and a decrease in accidents.

Click [HERE](#) to watch the Youtube video on RC3.