



# **Gemstone Logistics wins Agnico Eagle RFP**

By selecting Gemstone Logistics, Agnico Eagle has significantly improved operational efficiencies, guest satisfaction, and overall productivity in their remote mining operations.

**Brent Allen** — Aginco Eagle T&A Lead



Guest lineups were reduced from dozens to single digits during our turnarounds with the addition of auto check-in and RFID key programming.

# RFP Scope

Agnico Eagle (KL Gold), a prominent Canadian gold producer located 185 km northeast of Cochrane, Ontario, has recently awarded Gemstone Logistics their Request for Proposal (RFP) to replace the incumbent software responsible for managing travel, lodging, and hospitality services for their remote workforce. This decision is part of Agnico Eagle's ongoing efforts to enhance operational efficiencies.

The scope of the RFP focused on achieving the following critical objectives:

## Maximize Room Utilization

Agnico Eagle sought a solution to optimize room usage, especially during peak periods such as turnarounds when room availability is at its lowest due to assigned rooms.

## Support Existing Travel and Accommodation Tools

The chosen software must seamlessly integrate with Agnico Eagle's current tools and systems within the travel and accommodations domain.

## Scalability

The software had to offer the capacity to scale up or down to accommodate fluctuations in workforce size during shutdowns and expansions.

## Cost-Effective Solution

Balancing the right solution with cost efficiency was a priority for Agnico Eagle.

# The Solution

Gemstone Logistics emerged as the preferred choice due to its extensive experience managing remote travel and accommodation services and its modern and adaptable platform.

## Maximizing Room Utilization for Turnarounds

A critical challenge was managing room assignments during turnarounds when room availability was limited. The incumbent software required manual room allocation, often resulting in fragmented reservations and frequent room changes during a guest's stay. This increased cleaning tasks, taxing the housekeeping staff and led to poor guest experience.

Gemstone Logistics addressed these issues by conducting site visits and gaining insights into the mine's unique challenges. Campware has introduced an innovative approach to room booking. Logic is used when creating the reservation to confirm availability, but the room assignment is upon guest arrival. This eliminated the need for guests to move rooms during their stay and significantly reduced errors and stress associated with room allocation.

Furthermore, Campware's Best Available Room logic ensured that guests were assigned the most suitable rooms based on the length of their stay and room availability within the camp.

### Camp Lead:

**"Before implementing Campware, we spent a lot of time manually trying to solve the puzzle of reservations and how they would fit into our three camps. We have improved guest satisfaction by virtually eliminating room transfers. Additionally, fewer check-out cleanings have provided more time to complete scheduled room cleaning tasks on time."**

## Eliminating Guest Lineups at Check-In

The previous Property Management System (PMS) platform did not integrate with RFID room locksets, necessitating continual manual key programming for returning guests. This process consumed valuable staff time and often led to long guest queues, causing frustration after long travel days.

Campware revolutionized the check-in by seamlessly integrating with Protege, the door lock provider.

Travel Manifests were used from bus and air charters to begin the auto check-in process as they travelled to the site. Campware would validate if the guest's room was cleaned and automatically check the guest into the room. A confirmation email would be sent to the guest confirming the check-in. When the guest arrived at camp, they bypassed the desk, tagged their room key to various hotspots throughout the camp and proceeded to their room.

If the guest's room was not cleaned, they could proceed to common areas until receiving a check-in confirmation email.

## Enhancing Communication with Housekeeping and Front Desk

Managing high room turnover days, especially during peak days like Tuesday, Wednesday, and Thursday, was a considerable challenge for Agnico Eagle. Radio communication and paper forms were the primary means of coordinating housekeeping tasks, leading to guest complaints about radio chatter, room cleanliness issues, and missing amenities.

Campware's Housekeeping Module streamlined the assignment of tasks digitally, allowing housekeeping leads to create efficient task lists for each housekeeper with minimal effort. Housekeepers accessed and completed their assignments on tablets using Campware Mobile Housekeeping. Completed tasks were acknowledged on the housekeeper's tablet instantly updating the room status and allowing the next guest.

Additional information such as room tasks required, room notes, and the expected status of the room were all available at the housekeeper's fingertips.

## The Results

By selecting Gemstone Logistics and its Campware solution, Agnico Eagle has significantly improved operational efficiencies, guest satisfaction, and overall productivity in their remote mining operations.

+ 2 FTE resources are upskilled by eliminating remedial tasks.

+ 90% Fewer room transfers per week and associated check-out cleaning tasks

+ Improved guest experience with expedited check-in and reduced same-stay room transfers.



# Want to learn more?

Book a meeting with me [here](#) or email me at [bryan.grieve@gtms.ca](mailto:bryan.grieve@gtms.ca) if you'd prefer.