

Vale Canada Limited discovers business value through a strategic outsourcing provider and trusted partner.



“In our business, we need to focus on mining, not documents and records. I don’t want to manage extra people and hundreds of daily tasks, just one single relationship with a partner I trust.”

– Mike Chamberland
Manager, Support Services
Vale Canada Limited

Background

Vale Canada Limited (formerly Vale Inco) has operated continuously since 1902. Today, it is a wholly-owned subsidiary of Vale (Vale S.A.) of Brazil, the second largest mining company in the world, with a market capitalisation of more than \$125 billion U.S.

It is a leading producer of nickel, an important producer of copper, precious metals and cobalt, and a major producer of value-added specialty nickel products.

Vale Canada is committed to the pursuit of sustainable growth by maximising the potential of existing operations, realising the promise of growth projects, operating with respect for the natural environment and being an ethically and socially responsible company. An integral part of its growth strategy is outsourcing key aspects of its operations.

The Challenge

Acquisitions are a challenge for both organisations. The acquiring company gets access to products, services, new markets or new technology. The acquired company gets a new parent with its own rules, its own way of doing things and its own culture.

The ensuing process of assimilation is full of obstacles.

How do you get the infrastructure as lean as it can be? How do you streamline and smooth out the processes so information moves quickly and accurately? How do you get everyone on the same page, speaking the same language? How do you create one optimised, integrated organisation out of two?

In the case of Vale and Inco acquisition, they did it by building their relationship on a shared vision—to be the number one mining company in the world. To achieve it, they made a mutual commitment to operate on principles of trust, accountability and open communications.

Those values extend throughout the organisation and are a driving force in choosing their outsourcing partners.

Moreover, as a global company operating in 40 countries in a highly regulated industry, Vale Canada’s library of more than 300 Material Safety Data Sheets (MSDS) had to be translated into 19 languages and updated every time a new regulation was passed. Having an outsourcing partner that appreciated its serious language issues was a major concern in selecting an outsourcing partner.

Single point of control and accountability. Improved operating infrastructure.

The Solution

For more than 20 years, Xerox has provided technology to Inco. When the Vale Canada merger occurred three years ago, it marked an evolution of that relationship from technology provider, to service provider, to trusted partner. It's a relationship that has grown from basic facilities and print shop management to an ever-expanding array of services. On the facilities management side, Xerox provides Vale Canada with mailroom and courier services, administrative accounting support, DocuCare technology support, corporate office meeting room and catering management and reception services.

Even more strategic for Vale Canada is the expanding array of business process outsourcing services that Xerox provides. It has standardised its translation processes with Xerox translation services. Through this service, Vale Canada employees globally have access via a portal to expert translation services, including highly technical and industry-specific material.

The Translation Portal

- Allows Marketing, Legal, HR and IT professionals fast access to high-quality Xerox translation services
- Delivers materials to experienced translators with extensive knowledge of industry-specific terms and leading-edge translation technology
- Includes a content management system that "learns" new terms, building a library of terms used in the Vale Canada environment

When it was time to create an improved process for getting Vale Canada accounts payable information into the Vale corporate system in Brazil, it turned to Xerox.

We developed a process to provide daily imaging and indexing of accounts payable invoices through the Xerox Canadian Centre for Customer Innovation. The invoice images are forwarded to Vale corporate headquarters in Brazil via a secure FTP site.

About Xerox Services. Xerox Corporation is a world leader in business process, information technology and document outsourcing services. Our unique combination of industry expertise and global delivery capabilities helps you reduce costs, streamline operational processes and grow revenue while clearing the way for you to focus on what you do best: your real business.

For more information on how we help oil and gas companies, visit www.xerox.co.uk/services.

Vale Canada Marketing has partnered with Xerox to build a stronger brand by designing templates and conducting a photo shoot of its entire product line for its marketing collaterals. Knowledge of its brand guidelines in conjunction with regular communication with the Vale Canada Marketing department ensures consistent messaging throughout all marketing initiatives.

The Results

As a trusted and strategic provider of outsourcing services, Xerox is helping Vale Canada successfully address a number of critical challenges.

First and foremost, we are enabling it to focus on its core business while providing an improved operating infrastructure and cost structure. Our broad array of facilities management services gives Vale Canada a single point of control and accountability.

Our invoice imaging services for accounts payable removes a significant amount of time, labour and the potential for delays and errors out of a vital business process.

The Translation Portal has become a valuable tool for the entire enterprise by providing consistent, high-quality translations, an ever-growing library of translated terms and the promise of continuing time and cost savings going forward. The Portal also reduces costs significantly during update and revision cycles, because Vale Canada only pays for the new words being translated.

Xerox is also helping Vale Canada establish and leverage its brand in the marketplace through creative and marketing services that ensure consistency in brand presence and voice.

Case Study Snapshot

The Challenge

- Recent acquisition resulted in having many disparate document processes
- Reduce costs and redundancies
- Streamline and integrate information processes and workflows

The Solution

- Management of print and mailroom operations, courier services and other administrative support functions
- DocuCare support of office document devices
- Global access via web portal for translation services
- Daily off-site digitisation of invoices for accounts payable
- Creative services for entire line of product marketing
- Implementation of a translation portal allows document translation into 19 languages cost effectively

The Results

- Vale Canada is now able to focus on its core business
- Improved operating infrastructure
- Continued cost savings
- Single point of document control and accountability
- Improved turnaround time and reduced errors for translation projects
- Improved brand control and messaging consistency

