2022 A YEAR IN REVIEW

Deswik

FEB

2022 H1 SOFTWARE UPDATE

The 2022 H1 Software Update brings **71 new enhancements** across Deswik.Suite and our Enterprise products, including an introduction to **Deswik.Apps.**

APR

DESWIK JOINS SANDVIK

The acquisition of Deswik by Sandvik is complete after previously being announced in December 2021.

As part of Sandvik's Digital Mining Technologies division, we now have additional opportunites to **deliver end-to-end optimization solutions** to our mutual customers.

JUN

IDEAS PORTAL IS LAUNCHED

The **Ideas Portal** is launched as our new public forum for customers to discuss and propose improvements to our software. Through this portal, we aim to collectively identify the ideas that will **provide the greatest value** for all our customers.

JUL

2022 H2 SOFTWARE UPDATE

Our second yearly software update includes two new offerings, **Deswik.OreControl** and a phone version of our **Operator App.**

109 new features were implemented as part of our 2022 H2 Software Update, amassing a total of **180 delivered enhancements** for the year across Deswik.Suite and our Enterprise products.

OCT

EUROPE USER CONFERENCE

The **Europe User Conference** is held in Edinburgh, Scotland and is attended by **over 110** Deswik clients from across Europe.

REGIONAL EXPANSIONS

Our **new office in Mexico City** opens to provide timely access to Deswik support for our clients in Mexico.

Deswik also establishes a **local presence in India** to support the country's drive for efficient and sustainable mining operations in its evolution into a global mining leader.

NOV

AUSTRALIA USER CONFERENCE

The **Australia User Conference** is held in Brisbane with **over 240** Deswik clients attending from all over Australia.

POLYMATHIAN JOINS DESWIK

Sandvik signs an agreement to acquire Australian-based **Polymathian Industrial Mathematics**, an advanced mine optimization software provider.

Following transaction completion in the first quarter of 2023, Polymathian will join Deswik, bringing together two highly complementary businesses focused on the digitalization and automation of the mining industry.

OUR SERVICES

CONSULTING

156,000+ hours spent on consulting projects

44 countries
694 projects

147 consultants globally

46 in Australia
10 in Europe
19 in South Africa
28 in North America
44 in South America

TRAINING

2,510 clients participated in instructor-led and online training
3,906 clients accessed our online training modules
670 courses run globally (instructor-led and virtual instructor-led training)
9,575+ online training courses undertaken

SUPPORT

97% of user assistance tickets finished on time
8,800+ of user assistance queries answered by domain experts
140 Knowledge Base articles, videos and presentations published
27,000+ hours spent supporting our customers

17 OFFICES | **350+ STAFF** | **900+ OPERATIONS** | **20,000+ LICENSES**