

20  
23

# A YEAR IN REVIEW



FEB

## POLYMATHIAN JOINS DESWIK

Deswik welcomes **46 new employees** from **Polymathian** to our offices in Brisbane and Perth after its acquisition announcement in November 2022.

MAR

## 2023 H1 SOFTWARE UPDATE

The 2023 H1 Software Update brings **68 new features** and **102 enhancements** across Deswik.Suite and our Enterprise products.



## MCB BRAZIL IS ACQUIRED BY SANDVIK

Sandvik signs an agreement to **acquire MCB Brazil**, enabling Deswik to gain full control over its Brazilian operations to accelerate its growth within the Latin America markets.

## SPATIAL & PLANNING SOLUTIONS ARE RELEASED

Powered by our core products CAD and Sched, Deswik's Spatial and Planning solutions are released to provide customers additional capabilities in mine design and scheduling.

APR  
JUL

SEP

## 2023 H2 SOFTWARE UPDATE

Our second software update brings **43 new features** and **69 enhancements** across Deswik.Suite and our Enterprise products, amassing a total of **282 additions** to our software portfolio.

APEX is released (formerly ORB Strategic) as a new brand for underground mine planning.

## NORTH AMERICA USER CONFERENCE

The **North America User Conference** is held in Banff, Canada and is attended by **125** Deswik customers from across North America.

## WESTERN AUSTRALIA USER SEMINAR

The **Western Australia User Seminar** is held in Perth and is attended by **101** Deswik customers from across Australia, largely from the west coast.

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# OUR SERVICES

## CONSULTING



**166,000+**  
hours spent on consulting projects

**44** countries **750+** projects

**155** consultants globally

- 57** Australia
- 11** Europe
- 16** South Africa
- 30** North America
- 41** South America

## TRAINING



**5,380**  
trainees participated in instructor-led and self-paced training

**3,332** were new customers **2,048** were returning customers

**790**  
courses delivered globally (instructor-led training)

## SUPPORT



**98%**  
of user assistance tickets finished on time

**158**  
Knowledge Base articles, videos and presentations published

**9,200+**  
user assistance queries answered by domain experts

**28,000+**  
hours spent supporting our customers



18 OFFICES



440+ STAFF



900+ OPERATIONS



25,000+ LICENSES