



24x7 Remote Operational Technology Support

Project Background

Client: Port Authority
Date: Ongoing
Location: Western Australia

Background

GTE's client operates critical port infrastructure across Western Australia which is dependent upon Operational Technology (OT) systems that need to operate continuously. When these systems experience issues outside business hours, delays in expert engineering response can quickly escalate into costly production downtime.

To mitigate this issue, GTE was engaged to provide 24x7 remote engineering support to provide a dependable partner capable of responding quickly, communicating effectively, and maintaining operational continuity across the port network.

The Challenge

- **Multi-site Remote Coverage:** Delivering fast, consistent engineering response across multiple port sites without a permanent on-site presence.
- **Unmanaged Legacy Risk:** Ageing OT equipment, disparate systems and an evolving architecture had left after-hours breakdowns unmanaged and unmitigated.
- **Lack of Engineering Resources:** Before engaging GTE the client lacked the depth and breadth of engineering expertise to respond to breakdowns quickly and efficiently.

The Solution

GTE established a structured 24x7 remote engineering support contract, giving our client access to on-demand engineering assistance across its entire port network. The model was built around their existing service request process, engineering support requirements and operational procedures, so it could integrate cleanly with day-to-day port operations.

Key Solutions Implemented

24x7 Remote Engineering Support

Continuous, out-of-hours access to GTE's engineering team for all operational sites.

Formal Service Request Process

A structured intake and handling model aligned to client reporting requirements and operational procedures.

Prioritised Response Levels

Service requests triaged and actioned according to fault severity and operational impact.

In-House Ticketing, Reporting and Dashboarding System

A GTE-developed platform — also used across GTE's other 24x7 support contracts — provided visibility of tickets, status and service history.

Multidisciplinary Engineering Support

Access to GTE's broader team of specialists, giving our client both depth and breadth of technical know-how from a single support partner.

Quarterly Contract Reviews

A regular review cadence used to refine and customise the service as client needs evolved.

Results & Impact

Operational Efficiency and Throughput

Across more than 50 service requests, OT-related breakdowns have become rare, with the service acting as an insurance policy for production continuity. When faults do occur, GTE's specialist knowledge of our client's disparate legacy PLC, SCADA and network systems enables rapid diagnosis and resolution, with site outages restored in around an hour and vessel loading maintained through equipment failures. Combined with a deep understanding of our client's operational priorities, most requests are now improvements rather than breakdowns, including conveyor interlocks to prevent chute blockages, resolution of HMI freezes during vessel loading, and support for increased throughput trials.

Safety and Compliance

All support activity is delivered in line with client policies and procedures, relevant port standards, and legislative requirements including WHS and environmental obligations — ensuring remote engineering support does not compromise safety in live port environments.

Safety and asset-protection logic has also been strengthened, including preventing operators from driving a shiploader skew fault further out of alignment, correcting logic that risked damaging a shiploader superstructure, reducing the force with which containers are set onto trucks, and adding automated slowdown for loading equipment.

Expanded Capability and Capacity

Our client now has a dependable support partner capable of responding quickly, communicating proactively, and providing additional resources to ensure production continuity is maintained. Our client now has access to a multidisciplinary engineering team spanning control systems, industrial communications and networks, cybersecurity and electrical engineering, adding breadth and depth to its

own on-site engineering and technical team. That capacity extends beyond break-fix: GTE audited and tested the proprietary industrial networks following an extended outage, and has supplied PLC, SCADA and historian support to the client's OT upgrade program.

Continuous Improvement

A quarterly contract review cadence has enabled ongoing improvement and customisation of the service to precisely meet our client's needs. The engagement has since been extended, reflecting sustained client satisfaction with the service.

Lessons from individual tickets also feed back into recommendations, such as improvements to fault and alarm indication so that future faults can be diagnosed faster and with fewer escalations.

This engagement has given our client a structured, dependable alternative to the unmanaged after-hours risk it previously faced across its sites. A previously ad-hoc breakdown response has been replaced with prioritised service levels, formal reporting and a multidisciplinary engineering team on call around the clock. The relationship continues to evolve through quarterly reviews with service extensions a clear marker of client satisfaction. As Western Australia's largest independently owned system integrator, GTE Group continues to combine turnkey engineering capability with the responsiveness and communication that make remote support genuinely dependable for clients across the state's mining, ports, utilities and energy sectors.

Outcome

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