



Welcome to the spring edition of the Loop Technologies quarterly newsletter.

Here at Loop, we are constantly working on and completing innovative new projects, the scope of which is almost endless. We would like to share what we have been working on lately to give you an indication of the wide range of work we undertake and further insight into our capabilities.

In this newsletter we showcase:

- Our long-term partnership with Spark via a Case Study on optimal asset lifecycle management.
- A staff profile on Stephen Chibnall, Business Manager - Networks.
- Better management, decision making and financial outcomes – How our recently launched platform, Cognetex by Loop Technologies provides application benefits across a wide range of industries.

We hope you enjoy this edition and we'd love to hear from you if there is anything further you would like to know.

Roger, Ross and the team at Loop

Spark Customer Story



Long term partnership ensures optimal lifecycle management of Spark assets

Spark is New Zealand's largest telecommunications and digital services company providing mobile, broadband, cloud, digital and entertainment services to a wide range of customers including consumers and households, small businesses, government, and large enterprises.

Spark requires a number of assets for some of its legacy systems (such as copper landlines and the PSTN network) that are 30+ years old for which componentry cannot be purchased anymore. This provides a very real challenge to Kyla and her team, they are thankful to have the expertise of Loop on hand. Kyla says;

The team at Loop Technologies have been working with Spark (formerly Telecom) to provide repair and refurbishment services of fibre optic transmission equipment and voice switching equipment since the late 1990s.



"They understand the rarity of our components, they look at things that are 'unrepairable' and how they can give them a new lease of life. The team's knowledge of older equipment is second to none and something you will struggle to find the world over."

Kyla Petrie

Roger Hurst, Director at Loop Technologies met Kyla Petrie, Chapter Lead – Spares & Inventory Management at Spark back in 1999 and they have enjoyed a close working relationship since.

Loop is a major repair service provider for Spark spares and have been integral in streamlining the lifecycle management of their assets. Any equipment that Spark has in service requires a set of local spare components to replace any that become faulty. Local spares are replenished from Spark's spares pool, and the faulty unit goes to Loop Technologies. Loop repairs the faulty Spark spares to meet original specifications and performance metrics which are then returned to the Spark spares pool that can be drawn on for future equipment failures.

Kyla also praises their innovative thinking;

"They are a true kiwi ingenuity story, if you need a solution they will think outside of the box, they will figure it out, fix it or provide other options. They are also extremely proactive, when they know there is a shortage or upcoming shortage of the electronics required for repairs, they often bulk purchase and warehouse it for us. It's great to have a supplier who is always one step ahead."



A Loop Technologies technician checks a repaired electronic circuit board.

Kyla believes that what sets Loop Technologies apart from other companies in the industry is the level of systems that they have in place, attention to detail, and tight privacy policies.

The implementation of the online connection in recent years has certainly added value to Loops service offering and made our process of spares management much more seamless."

"Loop are extremely particular, and process driven, they run their repair lab in an unbelievably tight way. When I have visited, I've had to wear anti-static strips on my shoes to protect equipment from any electrical charges which are caused naturally through human movement. After seeing the lab and their facility you can put complete faith in them that they will take the utmost care of your equipment. The quality of their work is impeccable and they also offer a warranty on repaired items which gives us peace of mind."

To others looking to engage Loop to support their spares assets Kyla would say;

"Loop never sit on their hands, if they notice a problem they are proactive and deliver a solution quickly. I enjoy working with their team and would be happy to recommend them to others, they are positive, and communication is always easy. Over the years Roger and I have developed a very close business relationship and I often reach out to him for advice. I know that Roger and the team would provide the same level of dedication to other clients that I have experienced on my 20+ year journey with them."

Loop operates a spares system which keeps track of all orders, payments and invoices – a service which has made life much easier for Kyla and her team. "Having complete visibility over our spares stock and the status of everything saves us a lot of time and follow-up.

Monthly reporting supplied to Spark as part of the Loop spares system.

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Meet the Loop team

An insight into the life and role of Stephen Chibnall, Business Manager – Networks.



Stephen Chibnall of Loop Technologies.

The staff at Loop Technologies are truly instrumental to the business, not just for day-to-day operations but for the ongoing success of the company. We would like to continue introducing you to the team helping to create behind the scenes magic, next up is Stephen Chibnall, Business Manager who has been with Loop Technologies (formerly Repair Group Ltd) since 1999. We recently sat down and asked Stephen the hard questions.

What was your career background before joining Loop?

Upon leaving secondary school I started off making aluminium joinery for a company and then confirmed a role with NZ Rail in their telecommunications division. During my time at NZ Rail, I gained NZQA qualifications and worked on a wide range of radio, data and general electric projects, gaining a solid grounding in problem solving and the technology industry. Being part of a small division within a large company meant that I had to be resourceful and make do with what I had to find solutions to technical issues.

After a lengthy stint at NZ Rail, I joined Telecom in 1996 for three years and continued that role into Repair Group Ltd in 1999 which of course went on to become Loop Technologies.

What made you want to get into the technology/engineering industry?

I've have always had a keen interest in electronics and from a young age I had hobbies in restoring cars and building telescopes, the industry was a logical interest and step for me.

What does your role at Loop involve?

As a Business Manager I have 15 direct reports and a number of key customers who I work with to find solutions to their technical problems. Designing repair and preconfiguration network solutions predominantly for the telecommunications sector I also tackle large technical projects for government organisations. A recent example being the refurbishment of a fleet of electric locomotives for KiwiRail.

Managing my team is important to me, staff are a vital responsibility. I take people management seriously and do what I can to make sure my staff are valued. The staff here are a such a great asset.

What would you say is your favourite part of the role?

My role is constantly challenging, but it is rewarding because there are always so many problems to solve and technological solutions to be found. You have to be creative in this role and I enjoy that, some of the equipment we deal with is 30+ years old, no longer manufactured and parts aren't available. As you tick off the challenges that come with each project it's a true reward and a great feeling.

I also enjoy managing my staff, I'm grateful to have such a fantastic team to work with every day.

What are the values that drive you?

I have several values that drive me in both my personal and work life but the two that really underpin my approach to things would be fairness and honesty. Whether I'm interacting with customers, staff, friends, or family, I pride myself on being honest in my work and my approach. I like to ensure that my team and clients always feel respected – our clients put a lot of trust in us to handle their product so honesty at all times is essential.

What would you say about working at Loop Technologies?

Loop Technologies takes pride in being a small-medium company that does big things and it's great to be a part of that.

People here share my values, we're a value driven company. Honesty and fairness are very much ingrained as is respect for the environment, customers and staff. We also have a strong focus on quality and that aligns well with my own work ethic.

We certainly have our challenges; the company has to be agile and keep evolving because technologies change but that's the exciting part to work through. I really enjoy the variety that my role at Loop Technology brings.

What do you like to do outside of work?

Outside of work I'm a keen outdoorsman, I love getting out and about and exploring everything New Zealand has to offer. In particular I enjoy kayak fishing and tramping. I'm about halfway through ticking off the list of the DOC great walks. This year I've completed the Tongariro Northern Circuit and the Pureora Timber Trail via bike. Last year I finished the Kepler Track and the Ruapehu Crater Lake Summit, next on the list is the Routeburn in early 2023.

I also keep busy in the kitchen enjoying cooking and baking (breadmaking in particular) and I teach Astronomy to the public and society members through the Hamilton Astronomical Society a couple of evenings per month.



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Discover real life applications of our new **COGNETEX** platform!



Visit the **COGNETEX** website to discover real life applications of **COGNETEX** including a recent case study on KiwiRail - Real-time monitoring, reporting and data storage provides KiwiRail a smart machinery management option.

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VIEW KIWIRAIL CASE STUDY

