

Centurion Systems Connects Branches and Simplifies IT

South Africa's largest security access products manufacturer lays foundation for future growth with a converged, integrated communications network.

Customer Name: Centurion Systems (Pty) Ltd

Industry: Manufacturing

Location: South Africa

Company Size: 350 + employees

Business Impact

- Scalable solution enables new opportunities and evolves with the business
- Cost reduction in telecommunication costs allows for future deployment of innovative solutions
- Uptime improves communication, collaboration, and productivity among employees



Case Study

Business Challenge

Established in 1986, Centurion Systems (Pty) Ltd is a South African manufacturer of gate motors and access automation equipment and holds a 55 percent share in the local market. In addition to a distribution network spanning over 50 countries, the company has eight branches nationally and one in West Africa (Nigeria).

The company utilised a Linux-based network with segregated voice and data links provided by various operators to connect each of its branches to a central server at the head office. The company often experienced downtime as the network links and design was unstable, unreliable and complex to manage.

Whenever a link failed, branches were left without connectivity, and as the network was disjointed, employees could not access email or business-critical enterprise systems such as SAP. Work needed to be captured manually, and as a result services to customers were often delayed. Once the network was restored, employees had to recapture data such as sales orders and invoices onto the system, which also led to human input error. The process was not only time consuming but costly as the company had to budget

for employees working overtime to recapture this data.

The IT team spent the majority of their time maintaining interrupted services and troubleshooting queries from frustrated end-users who could not access core services from the network. They had little time to improve on systems, or to enhance the value proposition IT needs to provide business due to constant disruptions to critical services.

Solution and Results

Centurion Systems turned to Cisco partner Smart Technology Centre to analyze and implement a fully converged, integrated Cisco® architecture based on fibre and micro-wave technology. The network is fully redundant, and scalable to seamlessly grow with the company's future expansion requirements. Smart Technology Centre also proactively manages and maintains the company's network connectivity as well as provides a managed firewall service, centrally provided from their Network Operating Centre.

The company is now able to effectively utilise a consolidated inter and intra-branch connectivity platform for video, voice and data services. As a result, the company has experienced a significant reduction in its telecommunications spend, and



customer services have greatly improved. The company is also able to provide a cohesive service to customers where local calls can be rerouted to the call centre at the head office to resolve queries seamlessly.

The reliability and stability of the network now allow branches to easily connect and communicate with the head office

“Centurion Systems can now easily expand over time, because we have a converged platform. We have already achieved ROI with seamless connectivity of our branches to head office. This leads to improved customer service and a boost in our employees' productivity.”

Pat Dickens
Managing Director, Centurion Systems (Pty) Ltd

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Continued

Case Study

effortlessly. For example, the sales manager at head office utilises videoconferencing to connect with all the branches for a once-a-month sales call and can now collaborate with staff in real time from any branch. Moreover, mobile sales staff are provided with secure VPN access to the company's central server to obtain information as and when they need it, from any location, which further increases employee productivity.

As a result of the transparency of the architecture, the company has experienced an 80 percent reduction in downtime incidents. The IT team can accurately predict faults and take action, even before the branches are aware a problem exists. The IT team now has time to focus efforts on other innovative solutions for the business.

Partner Profile

Smart Technology Centre, an ICT provider, helps ensure future growth for Centurion Systems with a complete end-to-end communication network that provides for a seamless customer experience.



For More Information

For more information on Centurion Systems, [click here](#)

For more information on Smart Technology Centre, [click here](#)

For more information on Cisco Small Business Technology, [click here](#)