



## Digital Transformation Raises Efficiency, and Employee and Customer Experience

### LGFCU

Size: 164 employees  
Industry: Financial services  
Location: North Carolina, United States

### Solutions

- Fast, effective collaboration with Cisco Jabber, Webex Teams (formerly Cisco Spark) and Webex
- Increased workplace mobility with Cisco Meraki Wi-Fi
- Delivered with a solid Cisco network, data center, and security foundation

### For More Information

To learn more about the Cisco solutions featured in this case study, visit the following websites:

#### Customer stories:

[www.cisco.com/go/customerstories](http://www.cisco.com/go/customerstories)

#### Collaboration solutions:

[www.cisco.com/go/collaboration](http://www.cisco.com/go/collaboration)

#### Data center:

[www.cisco.com/go/datacenter](http://www.cisco.com/go/datacenter)

#### Enterprise networks:

[www.cisco.com/go/enterprisenetworks](http://www.cisco.com/go/enterprisenetworks)

Modern business is on the march toward digital transformation, driven by tech-savvy millennials in the workplace and consumer demand for anytime, anywhere services. The Local Government Federal Credit Union (LGFCU) are already ahead of the curve.

Terry Phelps, senior vice president of management information systems for LGFCU, says, “We tend to be early adopters who see technology as a differentiator.”

The credit union continues to prepare for future digital disruptions and transformations. As such, LGFCU decided to digitize some of its internal operations and look for innovative ways to engage members.

“We wanted to see high usage of digital delivery channels to help improve internal service levels, and be better prepared to extend these offerings to our members when they need them. Members should be able to do their banking transactions just about anywhere and on any device,” Phelps

continues. “We have a strong desire to continuously extend the capabilities of our infrastructure, meet employees’ expectations, and give them the tools to help them think outside the box about how to better serve our members.”

### Fast track to digital transformation

The company’s digital vision was realized with an end-to-end Cisco® networking, collaboration, and security solution. The opportunity arose when one of the two LGFCU administrative offices moved into a new building. An open, flexible environment could be created—a contemporary workplace to stimulate productivity and attract the brightest talent.

There was already an end-to-end Cisco network. In the data center, FlexPod-enabled IT engineers make real-time adjustments in response to business needs. A dynamic combination of computing, networking, and storage that’s built around Cisco Unified Computing System (Cisco UCS®) architecture, FlexPod houses core LGFCU applications.

With Cisco technology, LGFCU:



Differentiates and enhances its services through digital transformation



Employees work better in an open environment with richer communications



Members can conduct their business according to individual lifestyle choices

Communications were next. After a review of several collaboration platforms, Cisco Business Edition 6000 came out on top for delivering tightly integrated unified communications. Easy to manage and even easier to use, it reduced training and operating costs. It also fitted perfectly with the infrastructure in place and included built-in contact center capabilities with Cisco Unified Contact Express, along with the ability to expand to a greater feature set such as Cisco Remote Expert and Social Miner.

Versatile IP telephony and unified communications offered new ways to interact. The Cisco Jabber® and Webex Teams (formerly Cisco Spark) solutions gave everyone an informal way to get in touch and get things done faster. Web conferencing is widely being adopted with the Cisco Webex® solution for online presentations with internal stakeholders and external business partners.

Imaginative workplaces

The new building invites employees to explore possibilities and collaborate effectively. There's a variety of meeting spaces from quiet and huddle rooms to traditional conference setups. Most are equipped with video conferencing; two have the dual-camera Cisco TelePresence® SpeakerTrack 60 system. The dual-camera setup enhances video discussions by bringing the current speaker into full view on-screen. These compelling experiences, along with the prevalence of Cisco Webex technology, are helping to make video communications the norm.

Every meeting space contains tools for easily connecting to colleagues, bringing together virtual teams, or sharing documents remotely. All employees have a Cisco Webex account. And collaboration is set to become a core competency throughout LGFCU.

It's an undoubted success. People have enthusiastically adopted the new environment and collaboration tools. Newfound freedom has boosted productivity.

"Technology use is high, and not just among millennials," says Phelps. "Nearly 90 percent of staff are using Jabber, and the need for video endpoints became very apparent even before we implemented all the solutions."

Everything's closely meshed with modern lifestyles

While relatively new, video is quickly being embraced and should become a gold standard for future communications. It improves the outcome of meetings by personalizing every encounter and allowing people to read each other's body language. It reduces travel time and costs—especially helpful for meetings with business partners, few of which are local. Video conferencing is the preferred medium between those partners and LGFCU executives.

"Video is another way for our staff to conduct business, and we know it will one day be extended to our members as another way for them to communicate with us. We believe it's unique in the market," Phelps confirms. "Our operation is changing radically, and we need to be prepared to deliver for our members"

Mobility is intrinsic to the strategy because it stretches workplace flexibility. Employees work confidently on laptops and other mobile devices using the secure wireless network. It's fortified by Cisco Sourcefire® multilayered intelligence, while cloud management reduces the IT workload.

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*“We’ve raised internal service levels and are seeing a 25 percent increase in productivity and employee collaboration using Cisco solutions.”*

Terry Phelps  
Senior Vice President,  
Management Information Systems  
Local Government Federal Credit Union

### Twenty-five percent better able to serve staff and members

Employees appreciate the freedom to work in ways that suit them best. The workplace revolution is also proving an asset for human resources when recruiting quality candidates with the right skill sets. Early evidence suggests that accommodating personal preferences unlocks efficiency and innovation.

Phelps concludes: “We’ve raised internal service levels and are seeing a 25 percent increase in productivity and employee collaboration using Cisco solutions.”

### Products and Services

#### Collaboration

- Cisco Business Edition 6000
- Cisco TelePresence MX and SX Series with SpeakerTrack
- Cisco Webex Meeting Center
- Cisco Webex Teams (formerly Cisco Spark)
- Cisco Jabber
- Cisco Unified Contact Center Express with Remote Expert Mobile
- Cisco SocialMiner

#### Next-Generation Routing, Unified Access, and Wireless

- Cisco Meraki® access points and switches
- Cisco 4000 Series Integrated Services Routers

#### Data Center and Virtualization

- FlexPod converged architecture:
  - Cisco UCS blade and rackmount servers
  - Cisco Nexus 5000 and 2000 Series Switches

#### Security

- Cisco ASA with FirePOWER™ Services
- Cisco Web Security Appliance
- Cisco Identity Services Engine (ISE)
- Cisco Adaptive Security Device Manager with e-mail proxy feature



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