Logicalis case study

Centenary Thurles Co-operative Society Digitally Transforms with Cisco and Logicalis

Partner profile

Customer name
Centenary Thurles
Co-operative Society

Industry
Agriculture

Results

The first stage of Centenary Thurles Co-operative Society's digital transformation journey is delivering great results:

- **Improved collaboration** by integrating, simplifying, and modernizing communications at eight company sites

- **Enhanced the customer experience** because the business operates much more efficiently

- **Reduced costs** by eliminating the expense of calls between branches

- **Increased visibility** over the devices and applications used on the network through the Cisco Meraki™ cloud managed network solution and centralized collaboration system

Founded in 1898, Centenary Thurles Co-operative Society is a farmer-owned co-operative society, dedicated to the growth of local businesses and improvement of the customer experience. Serving the Irish community of Tipperary, the co-op manages operations through three business divisions—Agriculture, Dairy, and Home & Garden – with the common purpose of creating value for shareholders through business and customer satisfaction. With this in mind, Centenary Thurles Co-operative Society knew it needed to embrace digital transformation as a way to simplify its complex legacy communications infrastructure.

Business challenge and results summary

Centenary Thurles Co-operative Society has been in existence for more than 100 years, and its operations are spread across eight different locations. Over the years, the networks and communications at each of these sites were installed independently. As a consequence, each location has operated as a communications island, deploying a wide variety of different technologies.

This legacy infrastructure created barriers to effective communications, negatively impacting staff member productivity and reducing the quality of service delivery. The legacy infrastructure also reduced margins due to increased costs for equipment repair and upkeep. Given a business landscape filled with competitive pressures and the high standards expected by customers, it became clear that the co-op needed to simplify its networks and modernize its communications environment.

Working with Logicalis, Centenary Thurles Co-operative Society deployed a number of Cisco solutions including the Meraki cloud managed network solution and centralized Cisco Collaboration system. The solution standardized the systems used across the eight different locations.

At the heart of the Meraki solution is the Meraki MX Firewall, which provides both connectivity and security services for the entire infrastructure. Through the use of advanced security licensing, the co-op deploys a market-leading solution in terms of performance and security while keeping costs manageable. The Meraki dashboard also offers a single pane of glass for management of network operations, fault isolation, and analysis, as well as security visibility and investigation.

Centenary Thurles Co-operative Society also deployed a centralized unified communications system at the Thurles headquarters site, to which it connected the branches using the Meraki cloud managed LAN and WAN environment. The Logicalis Ireland team advised Centenary Thurles Co-operative Society throughout the entire process, from installation to connection.

The benefits of digital transformation have been immediate. Not only can different sites communicate and collaborate more effectively because of the Cisco Meraki cloud managed network, the savings have been evident. As well as eliminating the expense of calls between branches, support costs have been dramatically reduced, because the team no longer has to consult multiple providers for the maintenance of the separate systems.

The solution provided by Logicalis Ireland has also reduced the number of physical integrated services digital network (ISDN) circuits required at each branch, while the cloud managed network provides Centenary Thurles Co-operative Society with greater visibility over the devices and applications used on the network. This drastically reduces the troubleshooting time invested by the IT department, allowing it to focus more on delivering other business benefits.

Due to this more effective approach to resources and the team's time, the business operates much more efficiently and can deliver a higher level of customer service. This, in turn, enhances the customer experience and boosts the company's profitability potential. Further, the systems provided are ready to support additional business growth and expansion, enabling the company to reach a wider customer base in the future.

"Before, each of the systems were individual so when something went wrong, we had to take screenshots and email each other constantly. That's no longer the case. The unified system means that there is more transparency and visibility. Everyone is working on the same system at the same time."

James Casey
Head of IT, Centenary Thurles Co-operative Society

"The new solutions that we have installed also mean that the Centenary Thurles Co-operative Society can expand further without having to worry about the capabilities of their communications and IT systems. In other words, the systems have not only helped to overcome the obstacles of the past but make the organisation fit for the future too."

John Flynn
Service Delivery Manager