CISCO Meraki

Ensuring excellent member experiences with environmental monitoring

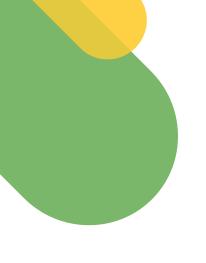**CAMPUS USA** credit union

Highlights

- Saved days of downtime for members and thousands of dollars in equipment replacement with MT sensors

- Simplified network management and created new processes with ease using the Meraki dashboard

- Eliminated hours in training and setup time with plug-and-play product nature

Data points

- Over 350 employees, 20 dedicated to IT

- Serving 125,000 customers with 18 branches

- Over $60,000 saved in equipment replacement

" The Meraki platform makes our networking better, more manageable, simpler, and more structured.

BRIAN FISHER
VP of Technology Services

LOCATION

Jonesville, Florida

INDUSTRY

Financial Services

PRODUCTS

MT sensors

Overview

CAMPUS USA Credit Union, the first credit union on a U.S. college campus, now serves over 125,000 members around the world. They've built their legacy on delivering the best possible experiences for members by providing exemplary service and exceptional value. CAMPUS employees are encouraged and empowered to make a positive impact, not only in the financial lives of their members, but also in the communities they serve.

Challenge

The CAMPUS vision is all about experience, empowering employees to deliver the best experience to their members. But what does "best" mean? What does it look like?

The answers to those questions go beyond the face-to-face experience between employees and members. Delivering the best member experience means creating a smart space that can seamlessly evolve with the member's needs, such as in-branch Wi-Fi, seamless online banking, and digital check-ins. It means ensuring a high standard of service behind the scenes, where members aren't directly interacting with staff.

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The sensor solution has been working great for us; we have a single dashboard for graphing, history tracking, and insight into how the data closets in our service centers are doing.

BRIAN FISHER

VP of Technology Services

MT SENSORS

Behind the pristine frontline environment in each service center, CAMPUS was dealing with a vast array of different, inconsistent networking equipment. The lack of cohesion and visibility meant a high chance of risk. Those risks included the possibility of devices and servers crashing, overheating, and being exposed to floods, humidity, and other weather variables, all of which would result in downtime for members and thus, a subpar experience. The team needed a way to gain reliable and responsive insight into the security of their technology to prevent these disasters from happening and impeding their vision.

Brian Fisher, VP of Technology Services at CAMPUS, was also looking ahead with a two-year plan to expand service centers as well as their headquarters with improved, cohesive technology.

Solution

It was clear that CAMPUS USA Credit Union needed an environmental monitoring system that could ensure their back office was operating just as smoothly as the front. It was paramount that this new system be simple to install, intuitive to manage, and cost-effective. Brian and the team decided to partner with Meraki on a range of cloud-managed sensors. They chose to deploy the temperature and humidity sensor, the open and close sensor, and the water leak detection sensor, which they were able to install and get up and running in just 20 minutes per service center location.

The CAMPUS team was happy to have their sensors on the same monitoring system as their wireless LAN, switching, firewall, and other Cisco Meraki products. This meant no more disconnected devices—everything could be tracked, monitored, and managed seamlessly through the Meraki dashboard. The unification of technology devices behind the scenes also helps create a consistent member experience across all service centers, which reinforces the CAMPUS vision.

The team can now rest assured knowing their IT equipment is protected and that the member experience will not be affected because of servers crashing and getting damaged. And with the intuitive single dashboard, the CAMPUS Technology Team can now manage all of their Meraki products in one place and customize the dashboard experience to include alert types based on their needs.

Results

Just a few months after installing the temperature sensors, the team received an alert. Unbeknownst to the team, the air conditioning was shut off in one of their facilities on a Saturday. After receiving the temperature warning alert, the team was able to remediate the issue. Had the alert not been received, the equipment could have overheated and CAMPUS could have lost $60,000 worth of hardware. More importantly, they would not have been able to provide the financial services their members depend on until the outage was corrected. Brian describes this ability to alleviate downtime and loss of revenue with the Meraki sensors as "priceless."

CAMPUS USA Credit Union now has peace of mind that their mission of providing an outstanding member experience will not be at risk due to technology failure. Looking forward, Brian and his team are planning on implementing Meraki MV smart cameras for occupancy monitoring in service centers and also have plans to integrate the Meraki full stack at their headquarters.

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