



Loomis Armored U.S., Inc.
Houston, TX
www.loomis.us

Industry:
Financial Services

Annual Revenue:
US\$600 million

Employees:
8,400

Oracle Products & Services:

Oracle CRM On Demand
Oracle Email Center
Oracle TeleService
Oracle Call Center Technology
Oracle Financials
Oracle iSupport
Oracle Application Integration
Architecture

Implementor:
Oracle Consulting

Oracle Partner:
Smart Dog Services LLC
www.smartdogservices.com

“With Oracle CRM On Demand, E-business Suite, and Application Integration Architecture, we can look across our footprint by product line, by customer, by branch, by geography, and see in real time how we’re doing against our contracted objectives.” – Wayne Sadin, Chief Information Officer, Loomis Armored U.S., Inc.

Loomis Gains Real-time Visibility into Customer Data, from Sales through Fulfillment, to Customer Service

Loomis Armored U.S., Inc. is the U.S. subsidiary of an international leader in cash logistics. Its international network covers more than 400 operating locations in the United States and 12 European countries. With more than 150 years of service, Loomis is one of the nation’s largest integrated cash distribution firms.

Challenges

- Reduce response times and provide customers with real-time information about Loomis’ cash logistic services, including secure transport, cash and check processing, and smart safes
- Improve service levels and convenience by establishing an around-the-clock, single point of contact for customer inquiries and information about products, including Virtual Vault and SafePoint “smart safes”
- Streamline business processes for sales, fulfillment, billing, and customer service
- Provide employees with up-to-date information on their assigned tasks, even while working in the field

Solution

- Reduced “proof of delivery” time from two- to three-days to seconds by deploying a multichannel customer care center
- Gained the ability to more effectively record, manage, and analyze service events and inquiries; track them against service level agreements, and drive future improvements
- Digitized the package-tracking process through a smart-phone based system, eliminating paper receipts and enabling point-of-service data capture that is shared with the contact center
- Improved sales access and overall quality of customer data by integrating sales and billing information and making it available to the sales team
- Enhanced communication for customers, and improved visibility for employees by integrating Oracle CRM On Demand with Oracle E-Business Suite applications, replacing a stand-alone Salesforce.com instance
- Implemented the CRM system in seven weeks and achieved 100% uptime in the first six months of deployment
- Partnered with Oracle Consulting and Oracle Partner Smart Dog Services for a successful implementation