



CASE STUDY

How Centra Credit Union Transformed Operations with C1



Centra Credit Union has over 80 years of history as a community-focused financial institution headquartered in Columbus, IN. Initially founded as Cummins Employees Federal Credit Union in 1940 with just eight members, Centra now serves more than 180,000 members through 30 branch locations. With \$2 billion+ in assets and 400+ employees, Centra delivers comprehensive banking services focused on improving the financial well-being of individuals and communities.



The challenge: Aging Technology Hindered Flexibility and Efficiency

Centra Credit Union's outdated phone system and MPLS network were hindering efficiency. Their 20-year-old Cisco infrastructure demanded ongoing maintenance, while hardware renewals and licenses brought high costs. "We had redundant systems and manual failovers that complicated everything," said Brent Parks, SVP of Technology.

The IT team spent excessive time resolving issues across 30 branches. Bandwidth was limited and costly. The systems didn't support Centra's goals for agility, scalability, and digital growth.

To align with its cloud-first strategy and reduce costs, Centra needed to simplify infrastructure and improve resiliency. A secure, modern foundation was critical for future success.

The solution: Cloud-First Solutions Delivered Cost and Complexity Reductions

C1 partnered with Centra to deliver a phased modernization strategy. First, they implemented Palo Alto Networks SD-WAN to replace MPLS circuits with business-grade internet. This significantly cut telecom costs while increasing performance and agility. "Troubleshooting went from hours per month to minutes per year," said Parks.

Next, Centra migrated from its legacy Cisco phone system to Microsoft Teams Phone as their cloud calling solution. This unified communications platform streamlined collaboration and eliminated desk phone dependence. "After a month, most employees realized desk phones weren't needed," Parks explained.

Key results

- 30% reduction in network costs with SD-WAN
- 45% ROI achieved on voice/data projects by end of year

"C1 helped us choose the right solutions and deliver exceptional results. Everything is simpler now."

Brent Parks
SVP of Technology



C1 supported the rollout with detailed training and change management. Weekly sessions, documentation, and dedicated project management enabled a smooth transition.

Combined, these upgrades simplified IT operations, empowered employee productivity, and supported Centra's long-term growth. "The transition was nearly silent—our employees were confident and ready," Parks noted.

The result: Streamlined Operations, Lower Costs, and Better Collaboration

C1's infrastructure and communication solutions brought immediate impact. Network issues were resolved faster, and IT teams could focus on innovation instead of maintenance. With SD-WAN in place, Centra saw a 30% reduction in telecom costs.

Microsoft Teams boosted workplace collaboration, replacing outdated desk phones with flexible, cloud-based tools. The seamless integration of mobile devices allowed for more agile, on-the-go communication. "Teams is now at the center of how we work," Parks shared.

By retiring legacy systems, Centra achieved a 45% ROI on voice/data projects within the first year. The upgrade also drove higher employee satisfaction by making daily tasks more efficient and accessible.

Security also improved. C1 continues to advise Centra on cybersecurity tools, ensuring proactive protection as the organization evolves. "We use C1 for nearly every security product," said Parks. "They've become our go-to partner for guidance."

The result: simplified infrastructure, better service delivery, and a trusted partnership built for future growth.

Modernizing Communications and Infrastructure

Explore how Centra Credit Union partnered with C1 to simplify operations, improve security, and reduce costs across their branches.

Contact us to schedule a consultation: <https://www.onec1.com/contact-us>



C1 designs and delivers technology solutions built for outcomes. We focus on communications, networking, and cybersecurity—pairing leading partner platforms with our advisory, professional, and managed services to make modernization practical, secure, and valuable from day one. Where others talk about transformation, we make it real—faster, simpler, and more resilient. Learn more at [onec1.com](https://www.onec1.com).