



Loomis

Loomis Chooses Peregrine Connect as Their No/Low-Code Integration Platform: Connecting 1,000+ Endpoints and Automating 200+ Processes



The Challenge

- Serving several countries operating independent IT systems managed in silos, limited communication and collaboration added significant complexity
- Loomis's integration approach relied on point-to-point, highly customized systems that were complex and time-intensive to manage
- Loomis's decentralized structure relied on local IT units in each country to manage data transfers through manual or semi-integrated processes
- SafePoint machines had limited data-sharing capabilities. Each of the six machine vendors used their own unique set of management servers, and while valuable cash data was collected, there was no standardized method for external data sharing
- Data exchange was restricted to cumbersome file exports, creating a pressing need to unify processes and achieve consistent data harmonization across all management systems



The Solution

- Loomis shifted from localized data sharing to a global integration solution by deploying Peregrine Connect's Neuron ESB and Management Suite
- Peregrine Connect's Neuron ESB was used to connect over 1,000 endpoints, handling various file formats and protocols such as SOAP, HTML, REST, ODBC, and more
- Used Neuron ESB to provide real time data sharing across their SafePoint machines
- Automated more than 200 manual processes using Neuron ESB Business Process and Workflow features



The Benefits

- The ease of use and no/low-code capabilities provided them a solution that empowers non-developers to effectively engage with the system
- Loomis utilized Peregrine Connect's Neuron ESB automated workflows to optimize operations, dedicating valuable time to critical tasks while minimizing errors often caused by manual processes
- Peregrine Connect's management suite streamlined the process of searching and distributing messages across multiple applications, systems and servers, significantly enhancing overall effectiveness
- Exceptional white-glove support from the Peregrine Connect product team, noting their swift responses, direct calls, and live sessions, with solutions developed within 24 hours—even during holidays
- Peregrine Connect Workflow feature helped reduce operational costs by automating repetitive tasks and improving overall process efficiency

“Peregrine Connect’s management suite is an invaluable tool for our organization. As a non-developer, I appreciate it’s no/low-code capabilities. It enables me to efficiently handle critical tasks like error detection, audits, and message tracking. The platform makes it easy to search for and track messages across multiple applications with intuitive, fast reporting features that help us quickly identify the root causes of issues.”

- Petri Rautakoski, Head of IT Integrations at Loomis

The Client

Loomis, with over 170 years of expertise, is one of the largest global networks delivering comprehensive payment management solutions. Operating in 27 countries, including the United States and most of Western Europe, Loomis specializes in the distribution, handling, recycling, and secure storage of cash and valuables. Their products and services cater to financial institutions, governments, and businesses worldwide, ensuring efficient and secure cash management on a global scale.

The Challenge

Loomis Europe and Latin America function as a widely distributed organization, with operations spanning 17 countries. Each country initially maintained its own siloed IT department, resulting in limited communication and collaboration across the organization. Their integration strategy depended on point-to-point, highly customized systems that were complex and extremely time-intensive to manage.

Loomis primarily relied on manual or semi-integrated methods for internal and external data management. For Loomis clients, the workflow involved depositing cash directly into SafePoint machines within their stores, enabling secure cash management without leaving the premises. At the end of each day, the SafePoint machines automatically calculated total cash deposits, providing real-time alignment between cash on hand and POS system sales data.

Loomis is committed to empowering clients with actionable data, giving them full control over their cash flow. Clients have emphasized the need for real-time data sharing across their various SafePoint machines. To resolve this, Loomis needed to ensure that the SafePoint type had no effect on the system while guaranteeing that all data was consistently delivered in the same format every time.

Loomis's decentralized infrastructure, with local IT units in each country created significant challenges in consolidating data across various file formats. This approach also heightened the risk of inconsistent security measures, leaving data exposed to potential vulnerabilities.

The Solution

Loomis acknowledged the need for changes to enhance operational efficiency with real-time integration between countries, vendors and internal systems. Peregrine Connect was instrumental in this transformation, enabling Loomis to enhance its technology by adopting its integration platform. With Peregrine Connect, they successfully transitioned to a centralized data-sharing model, establishing a global integration framework.

Loomis' dependence on manual processes brought inherent risks, such as human error and security vulnerabilities. By utilizing Peregrine Connect’s Neuron ESB Workflows, Loomis effectively automated these tasks, significantly reducing errors and improving accuracy. The Peregrine Connect Management Suite’s OAuth protection feature further strengthened their security framework.

Since implementing Peregrine Connect, Loomis has achieved real-time data integration, enabling efficient sharing with both customers and internal users. They now support SFTP and network folders with diverse file formats, including CSV, TXT, PDF, Excel, XML, and HTML. Additionally, they leverage API endpoints (SOAP, HTML, REST) to efficiently distribute data across various line-of-business systems, databases, and services. They also used Neuron ESB’s built-in connectors such as SAP, ODBC, and Salesforce. With Peregrine Connect, Loomis was able to effectively connect over 1,000 endpoints and build more than 200 business processes to streamline their operations.

Loomis’s clients needed their SafePoint data to be visible instantly. With Peregrine Connect, they achieved immediate data delivery, ensuring real-time information flow for internal and external processes, particularly those involving money transactions. The adoption of Peregrine Connect's Management Suite further transformed their operations. Their IT team no longer spends valuable time manually sifting through logs to pinpoint errors. Instead, they now have full visibility into the performance of their Connectors, APIs, and Workflows. Issues are promptly identified through automated email notifications and alerts sent directly to their IT service desk, enabling faster resolution and boosting operational efficiency.

“The exceptional white glove support provided by Peregrine Connect Team has been invaluable. The team consistently offered swift responses, direct calls, and live sessions whenever issues arose. They are always available to help, often developing rapid solutions to resolve errors. We received responses in under 24 hours, even on holidays, which made us feel fully supported. In an industry where external support can be challenging, Peregrine Connect’s Team ensured reliability and responsiveness set a new standard for outstanding service.” - Petri Rautakoski, Head of IT Integrations at Loomis

The Benefits

With the implementation of Peregrine Connect’s Integration Platform, Loomis achieved remarkable improvements in uptime, operational efficiency, and productivity. By automating manual tasks, Peregrine Connect not only saved valuable time but also lowered costs by mitigating errors and security vulnerabilities inherent in manual processes. Additionally, Peregrine Connect enabled smooth integration of SafePoint data, empowering both customers and IT teams with a unified framework for global data sharing.

Petri Rautakoski, Head of IT Integrations at Loomis, shares, -
"Peregrine Connect’s management suite is an invaluable tool for our organization. As a non-developer, I appreciate it's no/low-code capabilities. It enables me to efficiently handle critical tasks like error detection, audits, and message tracking. The platform makes it easy to search for and track messages across multiple applications with intuitive, fast reporting features that help us quickly identify the root causes of issues."

Loomis experienced a notable boost in productivity and messaging performance by adopting Peregrine Connect’s implementation of RabbitMQ. This transition optimized their messaging system, delivering a highly effective solution that significantly improved overall efficiency.

Loomis expressed great satisfaction with Peregrine Connect’s customer support. "The exceptional white glove support provided by Peregrine Connect Team has been invaluable. The team consistently offered swift responses, direct calls, and live sessions whenever issues arose. They are always available to help, often developing rapid solutions to resolve errors. We received responses in under 24 hours, even on holidays, which made us feel fully supported. In an industry where external support can be challenging, Peregrine Connect’s Team ensured reliability and responsiveness set a new standard for outstanding service." - Petri Rautakoski, Head of IT Integrations at Loomis

Looking ahead, Loomis aims to expand internal automation and enable more dynamic data flows. Prior to implementing Peregrine Connect, data transfers were manual and static, but now the process is fully automated. The team continually uncovers new integration opportunities, scaling from 50 to nearly 1,000 processes within Peregrine Connect. With these achievements, they are now able to focus on their long-term goals, including transitioning to a centralized internal system.