



Case study: Dublin Cemeteries Trust

How We Helped Ireland's Leading Cemetery Improve Efficiency,
Manage Their Entire Team And Save Costs.

Eternity Cemetery Management Is A Packaged, Off The Shelf
Solution Available To All Cemeteries and Crematoria Globally.



The Story:

Dublin Cemeteries Trust is governed by the Dublin Cemeteries Committee and was established by Daniel O'Connell in 1828. Dublin Cemeteries Trust includes: Glasnevin, Goldenbridge, Palmerstown, Dardistown and Newlands Cross Cemeteries and oversees Monument Works in each cemetery as well as the Experience Glasnevin Visitors Centre. Dublin Cemeteries Trust employs 100 people across 5 locations and manages 1.2 million burial and cremation records.

The Dublin Cemeteries Trust vision is :

“Through our burial and cremation activities, and the provision of historical, educational and visitor programmes at Glasnevin, Ireland's National Cemetery, we work to preserve the heritage of past generations, serve the needs of the present generation, and provide a legacy for future generations.”



The Struggle

Dublin Cemeteries Trust came to TRC Solutions with Requirements that no existing System could support. They needed to manage Monuments, Ticketing, Tours, Burials, Cremation, and Genealogy through a multi-layered structure.

We built a Solution: Eternity Cemetery Management, which could meet Dublin Cemeteries Trust and all Cemeteries' Requirements. Eternity Cemetery Management was built on SAP Business One with HANA in-memory database technology which allowed rapid accessing of Data and Records and add-on configurability.

Modules were created to manage all Cemetery Requirements and they were streamlined with the standard business modules of SAP Business One (Accounting and Finance Management, Management and Administration, Project and Resource Management etc.)

The Strategy

Dublin Cemeteries Trust is a diverse business - from the manufacturing of headstones, to the provision of funeral services and memorials to a Visitor Centre for historical tours, education programmes and family history. All information on activities needed to be kept in a central system that acts as the main repository for all ancillary environments such as Website and Point of Sale.

Strong engagement was undertaken with both Project Teams to develop a clear Blueprint for the development. TRC Solutions provided an experienced technically strong team to engage with all relevant stakeholders. Even though this involved intensive meetings, the Blueprint and Scope of the project was defined and costed to our agreement.

The Success

From Go-Live, Dublin Cemeteries Trust and TRC Solutions had set up a structure of daily / weekly meetings to action feedback from testing, change requests and any further enhancements needed. This was critical as any issues with funeral services needed to be addressed as a priority.

All know-how that was built up over time; Dublin Cemeteries Trust has been offering online burial services as well as online genealogy since 2009 and this was transferred into the Blueprint for the current offering. After implementation, users are seeing the benefits of the new system by virtue of everything being central and the remote accessibility from anywhere which proved to be crucial in the "work from home" environment.

Eternity Cemetery Management has proven to be very flexible and powerful which very much future-proofs Dublin Cemeteries Trust. Revenue and costs savings are also being realised since the Solution was implemented.

The Social Proof

Engagement from day one has been structured and key people have been available throughout the project. It is difficult to develop systems with so many elements but both Project Teams realised this and any elements that could use standard SAP business capabilities were explored to keep the level of bespoke development to a minimum.

Due to the regular meeting structure, issues that arose could be expedited and managed through an effective logging mechanism and agreed / planned at each weekly meeting.



If you have a Cemetery
which may benefit from a
tailored approach such as
this,
Let's talk.

[TRC-SOLUTIONS.COM](https://trc-solutions.com)

TRC SOLUTIONS IRELAND


Hume Avenue, Parkwest, Dublin 12, D12 C8C7,
Ireland

TRC SOLUTIONS UNITED KINGDOM


One Kingdom Street, Paddington, Central
London, W2 6BD, UK

TRC SOLUTIONS NORTH AMERICA

345 Park Ave # 1702, New York, NY 10154

 [TRC Solutions_](#)

 [@TRCSolutions](#)

 [TRC Solutions](#)