



Situation

Founded in 1898 by James M. Cox, Cox Enterprises is a large company based in Atlanta, Georgia. A juggernaut in the communication, media, and automotive services industries, Cox Communications owns major brands including Kelley Blue Book, Autotrader.com, Savings.com, and Valpack.

Due to its large size and extensive list of products and subsidiary companies, the call center for Cox Communications receives consistent high volume of calls coming through to their help desk. Any time there is an overnight or weekend migration to a new application or change to an existing application, the call volume spikes accordingly.

Vic Chandar, a Senior Manager at Cox Enterprises, knew that reducing the volume of incoming calls to the help desk needed to be a key goal. In an average year, the help desk handles over 178,000 inquiries, a number with a lot of room for improvement. In order to achieve this goal, he turned to Avatier's Password Station to automate password requests for customers and employees.

Solution

"It increases the efficiency of the help desk. At the end of the day, the business users are much happier being able to reset their own password," Mr. Chandar explains. The results in their initial rollout were so positive that he has decided to expand Avatier's Password Station throughout the whole company: "We will spread it across our organization. It was absolutely intuitive to the end user, simple to use, and is very seamless."

Benefits

Mr. Chandar found that once Avatier's Password Station was installed, he was encouraged by the results. Password Station reduces call volume to the help desk for everyday problems like password resets, freeing the help desk employees to focus their attention on more pressing matters. "All the routine things like a password reset is automated. In the long run, we will be doing a lot more complex tasks at a lower cost."

The relationship that Mr. Chandar has developed with Avatier has been a satisfying and productive one. "Avatier is really about a partnership, and not a vendor. I really like working with partnerships and building those relationships"

Cox Enterprises

Cox Enterprises is a large communication, media, and automotive services company that employs approximately 60,000 people

For More Information

To learn more about Cox Enterprises and other identity management implementations, contact Avatier Sales by phone at 925-217-5170, or email us at sales@avatier.com.

Solution Overview

Customer Size

50,000+ employees

Systems Integrated

Multiple enterprise AD environments

Cox Enterprises

Cox Media Group

Manhiem

AutoTrader

Country/Region

United States - Southeast

Business Situation

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Solution

Avatier's self-service password management solutions

Modules Purchased

Avatier Password Management - Password Station

Benefits

Password Station reduces call volume to the help desk for everyday problems like password resets, freeing the help desk employees to focus their attention on more pressing matter.

Organization Profile

Cox Enterprises is a leading communications, media and automotive services company. With revenues nearing \$16 billion and over 50,000 employees, the company's major operating subsidiaries include Cox Communications; Manheim vehicle auctions; Cox Media Group; and AutoTrader Group. The company's national consumer brands include AutoTrader.com, Kelley Blue Book, Savings.com and Valpak.

"We selected Avatier to increase customer satisfaction and improve help desk efficiency."
Vic Chandar, Director Client Operations