

Cox Enterprises Achieves Cost Savings and Reduces Workload with Off-Shore Support Model

Client Overview

Cox Enterprises is a leading communications, media, and automotive services company. With revenues of nearly \$16 billion and more than 50,000 employees, the company's major operating subsidiaries include Cox Communications (cable television distribution, high-speed Internet access, telephone, commercial telecommunications, and advertising solutions); Cox Automotive (vehicle auctions, repair and certification services, and web-based technology products); and Cox Media Group (television and radio stations, digital media, newspapers, and advertising sales rep firms); The company's national consumer brands include AutoTrader.com, Kelley Blue Book, Savings.com, and Valpak.

Project Summary

Sierra-Cedar began providing AMS services to Cox Enterprises' Work Request group in the fall of 2012. The on-site and offshore support model had been in place for five years with another vendor and was in need of improvements with quality resource retention, industry-leading procedures for analysis and development, and more active managed services governance. When Cox's work backlog began to increase and cause frustration for their internal customers and management, we brought a hands-on manager on site to review the existing procedures and implement an optimized Global Delivery Model based on Sierra-Cedar's AMS methodology.

Objectives

- Streamline the PeopleSoft ERP work request process for Cox's highly customized PeopleSoft HCM system
- Address the high volume of requests
- Attain better customer satisfaction levels

Results

Sierra-Cedar assigned a hands-on engagement manager to analyze the overall working structure of the group and focus on improving service delivery by streamlining resource capabilities and increasing efficiency throughout the team. Our manager spent several months on site with Cox leadership implementing process, procedure, and tools changes, and developing an enhanced resource plan to take advantage of Sierra-Cedar's extensive offshore support capabilities.

Once the Sierra-Cedar engagement manager had clearly identified Cox's challenges, our offshore resources were quickly ramped up to address Cox's backlog of work requests and take over tax update and quality assurance functions to reduce the workload of their onsite analysts. One of Sierra-Cedar's offshore consultants also travelled to Cox's office in Atlanta for three months to provide additional on-site support during peak demand. This was mutually beneficial in developing a strong rapport amongst the global team, as well as enhancing the offshore team's understanding of client nuances. The utilization of senior-level offshore resources provided a significant cost savings for Cox Enterprises without compromising delivery quality.

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Organization Overview

Headquarters: Atlanta, GA
Industry: Commercial
Employees: 55,000

Products & Services

PeopleSoft 9.1 (HR, NA Payroll, Time & Labor, Benefit Administration, Third-party Integrations)

About Sierra-Cedar

Sierra-Cedar delivers industry-focused client success by providing consulting, technical, and managed services for the deployment, management, and optimization of next-generation applications and technology.

