

Cox Communications Increases Field Technician Productivity with Reliable Connectivity from NetMotion Software

Cox Communications, the third-largest cable provider in the U.S., delivers voice, video and data services to approximately six million residential and commercial customers. Every year, its 3,500 field-service technicians handle more than six million work orders. However, field staff had difficulty connecting remotely to their work order management system causing delays in service. The company deployed NetMotion Mobility to increase field technician productivity and reduce IT company costs.

Staying Focused on the Customer Rather than the Connection

Cox field workers are constantly on the move, performing new customer installations and upgrades as well as service repairs. Technicians use mobile devices connected to a cellular network to access their work order management system. However, the company noticed that a disproportionate amount of time was being spent on getting a connection relative to work orders. Field staff were also calling and texting the back office to gather customer info when a connection could not be made.

The company learned of NetMotion Mobility and asked for a demo to see how this software could help workers get and stay connected no matter where they were working. The demo showed that NetMotion Mobility software in conjunction with an EV-DO mobile broadband solution from Sprint safely and securely extended Cox's LAN-based applications for mobile workers.

Greater Productivity & Cost Savings

With higher connection speeds and the seamless connectivity provided by Mobility, field technicians have access to the entire backend work order management system, which reduces the number of voice and text interactions with the back office. In addition, with Sybase iAnywhere's Afaria product complementing the management capabilities of Mobility, Cox can deploy and update software on its mobile devices remotely.



INDUSTRY:

Cable Television and Broadband Services

OBJECTIVES:

- Improve field service communications
- Increase productivity
- Reduce costs

SOLUTIONS:

- NetMotion Mobility
- Sprint EV-DO network
- Sybase iAnywhere Afaria remote-management system

RESULTS:

- Productivity gain of 10% in many cases
- Reduced repair times
- IT cost savings estimated at \$500,000 annually

“NetMotion Wireless software helps us overcome everyday wireless coverage gaps and interruptions. Their solution is helping to make our field service operation more efficient, ultimately helping us to deliver better service to our customers.”

Al Briggs | Director of Mobile Solution Services for Cox Communications

“At Cox, we recognize that our field personnel should be focused on our customers and not on the challenges typically experienced using wireless devices and networks,” said Al Briggs, Director of Mobile Solution Services for Cox Communications. “NetMotion Software helps us overcome everyday wireless coverage gaps and interruptions. Their solution is helping to make our field service operation more efficient, ultimately helping us to deliver better service to our customers.”

On top of the broad efficiency gains in handling work orders, Cox noted a 10 percent bump in productivity in many cases. This was due to the faster connectivity, as well as access to a

broader set of applications including customer service, testing, standard email, HR systems and training. Mobility simplified management of the deployment by delivering a real-time, system-wide view of device activity, including application use, device connections and battery life.

Mobility also offers customizable policies that allow IT administrators to better manage application and network access, quarantine lost or stolen devices, and prioritize bandwidth for critical transmissions and applications. Being able to deploy and update software remotely helped Cox cut down on support and maintenance hours and saves the company an estimated half million dollars a year.