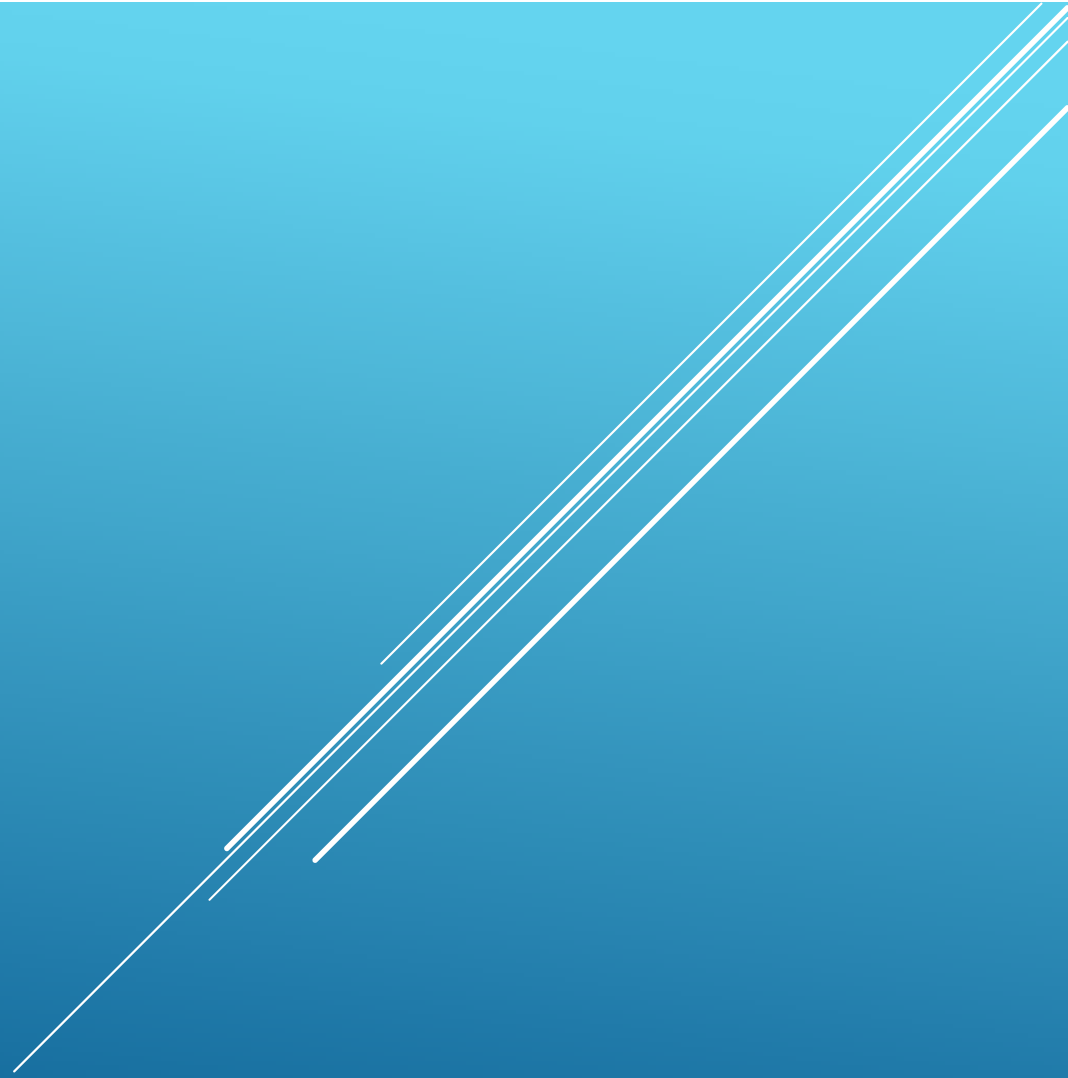# COXONE

The Social Intranet Journey Within a
Conservative/Old-School Culture

WHY EMBARK ON THIS JOURNEY

OLD INTRANET

Functionality and User Experience

- Search was horrible

- Mobility was non-existent

- Difficult to navigate

- Hard to post, update and manage

- Platform no longer supported

Strategic Alignment

- Didn't meet the company's needs as we transformed the business

- Couldn't deliver from a productivity and collaboration perspective

- Lack of integration with our future state roadmap (tech & tools)

- Did not align with our employee engagement strategy (Millennial & Gen Z)

NEW INTRANET

THE JOURNEY BEGINS…

Envisioning Cox ONE:
a better way to work
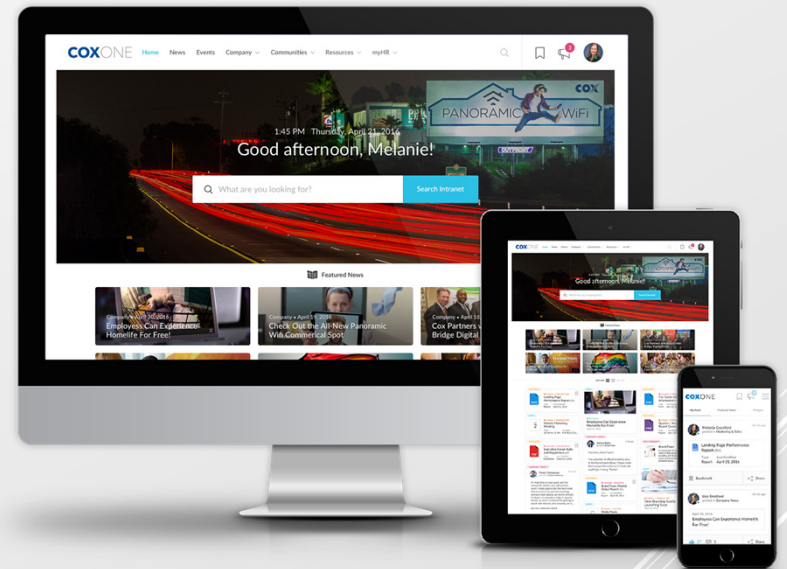
...ly are not meeting their needs. ...or an updated intranet.

SEARCH :
"I need to be able to locate **the right content.**"

VISION :
"I'd love to have one page to go to with everything important to me on that page."

average."

the data is minimal."

UX :
"**myAXis was a big step back** from the SharePoint we had in Vegas but a year ago it was decided that everyone had to get onto myAXis".

"I need something I can **access from anywhere.**"

Cox Communicatio...

10% of those inf... means that mor... unsuccessfully and **3 hours a week** re-creating content they couldn't find.

Their **wasted time** ends up costing CCI **$17.2M** a year.

A **new system** would make as much as a **30% impact** on this cost, and give information workers back **1.25 hours of productivity every week**.

That's a cost savings of $5.1M a year.

Envision Cox ONE:
a better way to work

A new intranet with a personalized approach.

By planning and designing for the changing needs of our workforce, we can **increase productivity, improve communication, enable and empower our employees** and continue to build an **engaged, informed and connected organization.**

Our employees told us:

"I want to be able to…"

See pertinent job information on MyAXis when I go there to access the time clock so I don't have to go to multiple systems

---

Our employees told us:

"I want to be able to…"

Access my paycheck information to validate what was deposited into my bank account

Quickly view my health insurance information while I'm visiting the doctor's office

Read CCI information that's **specific to my center**

mmunications

Our employees told us:

"I want to be able to…"

Search and find information when I need it. I get a lot of information in email newsletters and in verbal communications but it's hard to find things.

Have **a single place to go** with information about my job, like details from KIQ and the .com website as well as the corporate information

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Our employees told us:

"I want to be able to…"

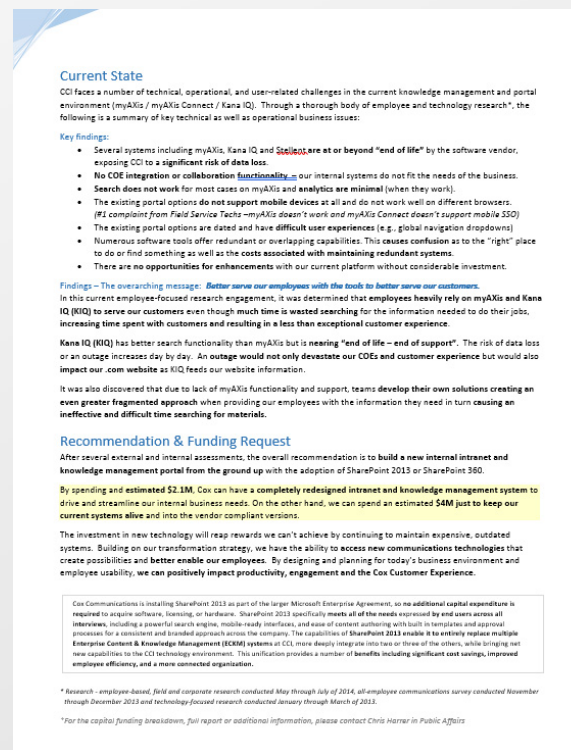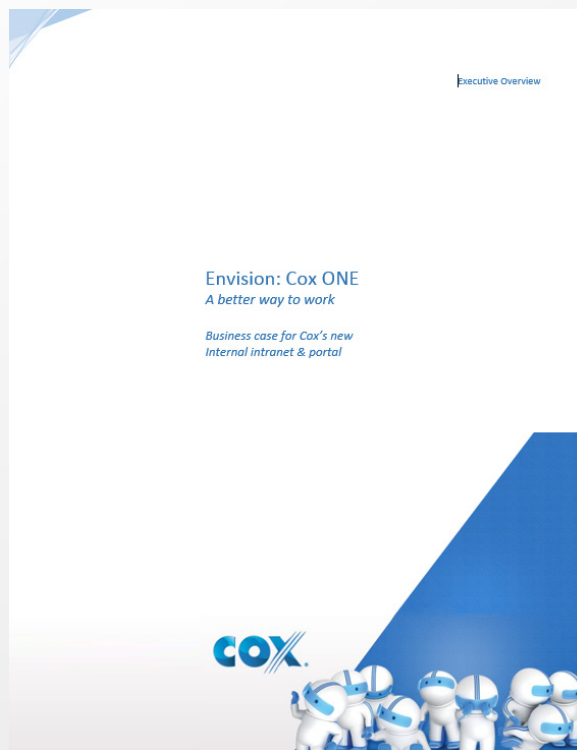**Quickly locate content and documents** that I need to complete an assignment

Collaborate with my community by viewing my **newsfeed** and **replying** to colleagues

Access material **anytime, anywhere, on any device**

Have **electronic visibility** to job methods and procedures

Easily identify SME based on job function or expertise

SENIOR EXECUTIVE BUY-IN AND SPONSORSHIP

The power of the one-pager!

DEVELOPING A SOCIAL INTRANET

WHAT DOES SOCIAL MEAN FOR YOUR COMPANY

- Two-way feedback

- All-employee content creation

- Easy access to subject matter experts

- Increased productivity

- Knowledge and file sharing

- Online and virtual thinktanks

- The list goes on and on…

You must understand what your social implementation is going to solve for and determine the early adopters

COX'S SOCIAL APPROACH

CUSTOM SHAREPOINT SOCIAL

YAMMER SOCIAL

SOCIAL ENGAGEMENT

EXECUTIVE ENGAGEMENT IS A KEY FACTOR IN ADOPTION!

COMMUNITY UPDATE

Holliday, Mallard (CCI-Atlanta)
posted in National News Bureau
Apr 26, 2018

Now that employees can share some CoxOne content in their social networks, we posted this article about the Dos and Don'ts of sharing. Feel free to share in your communities.

👍 433 💬 84   Copy Link   Edit

📖 All CCI News

First CCI Recipient of Governor James M. Cox Award

Esser, Pat (CCI-Atlanta)
President, CCI, Corporate G&A CORP1
4/17/2018

👍 4   💬 8   Copy Link   Edit

📖 The Executive Forum News

Hear our voice: IMS platform delivers new phone features

Greatrex, Mark (CCI-Atlanta)
EVP, Chief Mkt & Sls Officer, Corp Marketing-Overhead CORP1
3/15/2018

COMMUNITY UPDATE

Woisard, Leigh (CCI-Atlanta)
posted in Public Affairs ATL
Mar 22, 2018

"Lead with the dead body." I attended new presentation training from a group called "Own the Room," and this was my key takeaway. Not a new concept but it is a memorable way to think about opening your presentation. The example: Think about how CSI and other crime shows open. They go right to the crime scene or "dead body" to hook you in. The show theme song and commercials come after. Same for a presentation. Skip the setup and go right to the strongest part of your presentation. Find your "dead body" and lead with it!

Greatrex, Mark (CCI-Atlanta)
May 3, 2018

I've been traveling across many markets in the past few months and have heard very positive feedback on ICE 3.5. Improved, more natural sales flows and order automation ("one click easy") are huge benefits for our front line professionals. Big thanks to the front line teams who have consistently provided insightful input to make the tool better and to our Sales Ops and Technology teams who have partnered so well over the past few years to continuously improve this tool. Well done!

👍 2

Attisha, Sam (CCI-California)
May 1, 2018

Awesome story. Way to bring the Cox experience alive for our customers. It takes amazing employees like you both. Thanks for all you do. Sam

👍 5

COMMUNITY UPDATE

Monroe, Kevin (CCI-Southeast)
posted in Central Florida Market
Feb 4, 2018

Congrats to Garrett Douglas our 4QTR Gold Standard Winner!

Jennison, Coleen (CCI-Central Region)
March 20, 2018

Awesome - just awesome!

👍 3

Hightower, Jennifer (CCI-Atlanta-LD)
January 25, 2018

Thanks all for the input.Jason and Tracey—I'm glad my post is helpful. We don't forward internal documents outside the company but if the information is helpful to you when talking with friends and neighbors, please use it in conversations. Please know that our customer-facing employees have similar information to talk with customers and to use in all channels, including social care.

👍 4

Collaboration is a behavior… not a technology!

RELATIONSHIPS & PARTNERSHIPS

CONTENT

- Build relationships with business partners
- Establish your content strategy
- Share your vision and strategy
- Provide tools and templates
- Make it fun and easy!

FUNCTIONALITY

- Build relationships with stakeholders
- Establish your governance
- Share your strategic roadmap
- Get continuous stakeholder feedback
- Don't kill each other!

ALWAYS KEEP SENIOR LEADERSHIP ENGAGED AND IN THE LOOP!
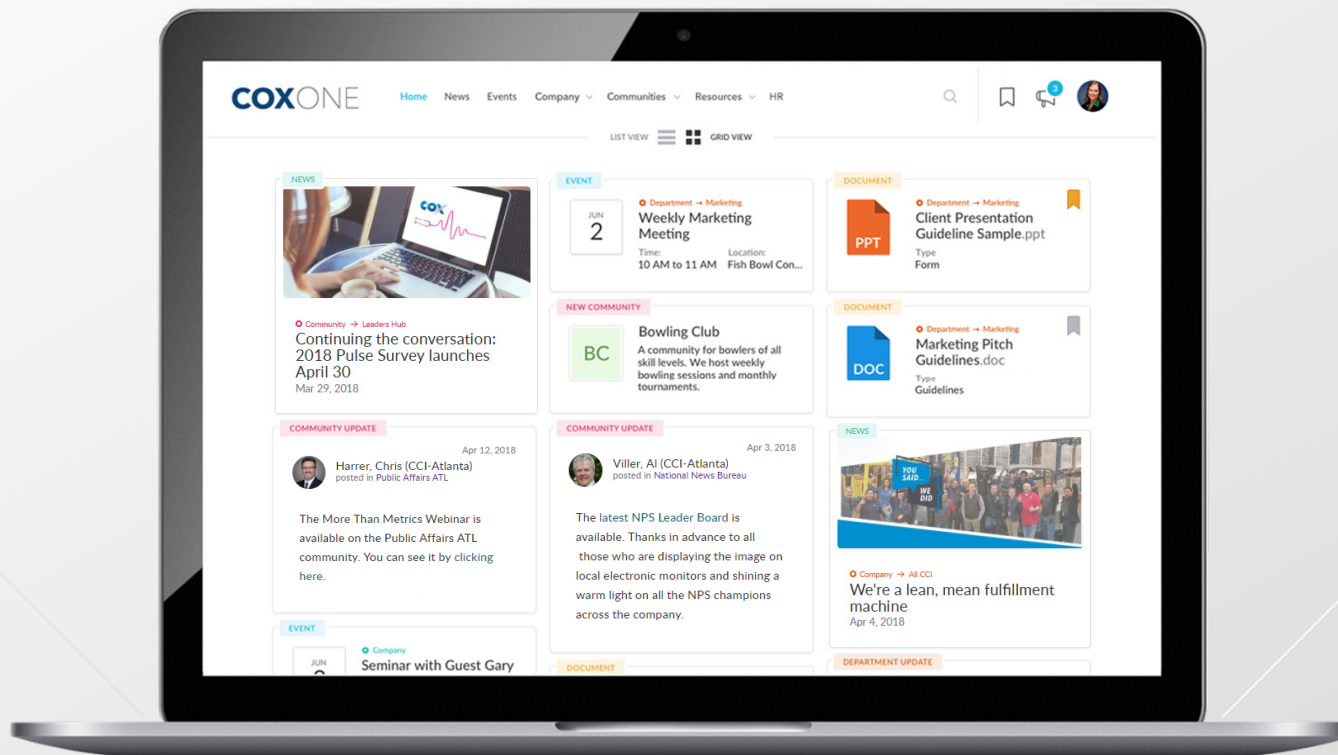
COXONE HOME PAGE

Modern look and feel with endless scroll. User friendly design to search, manage, share, and update content easily.
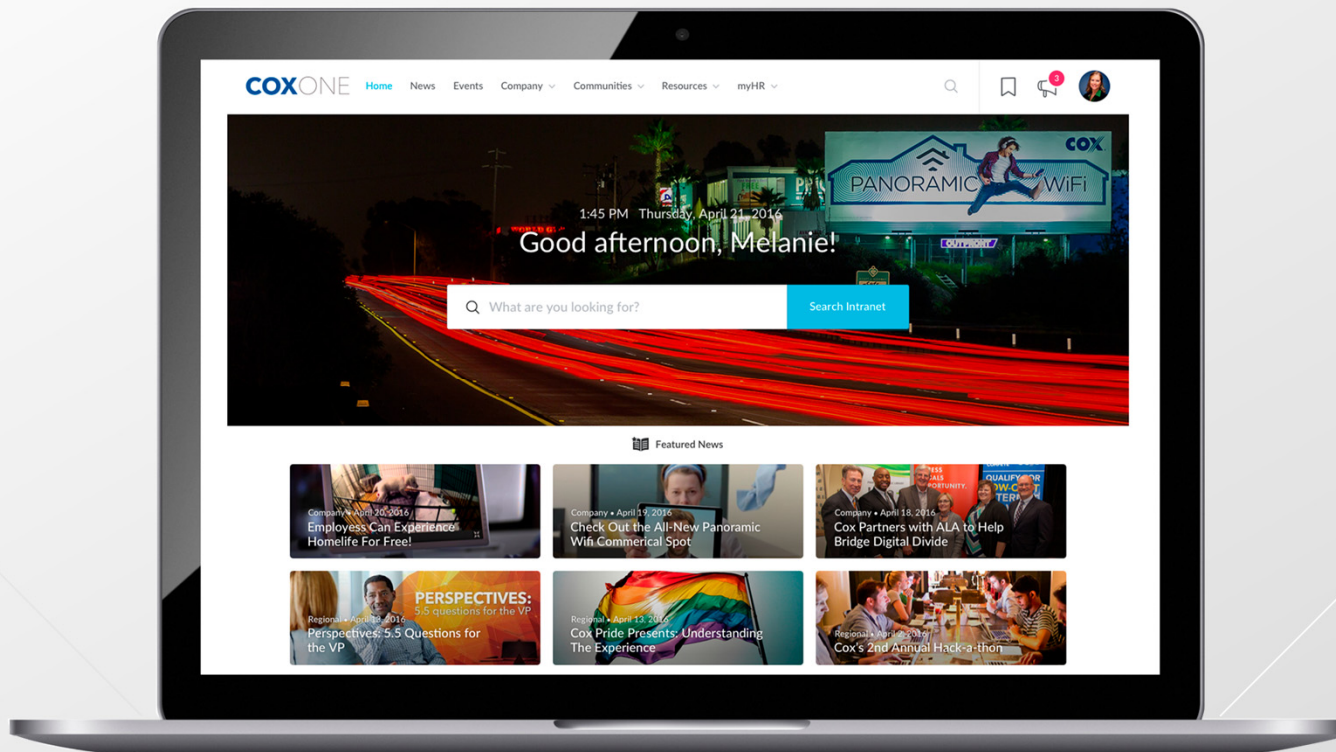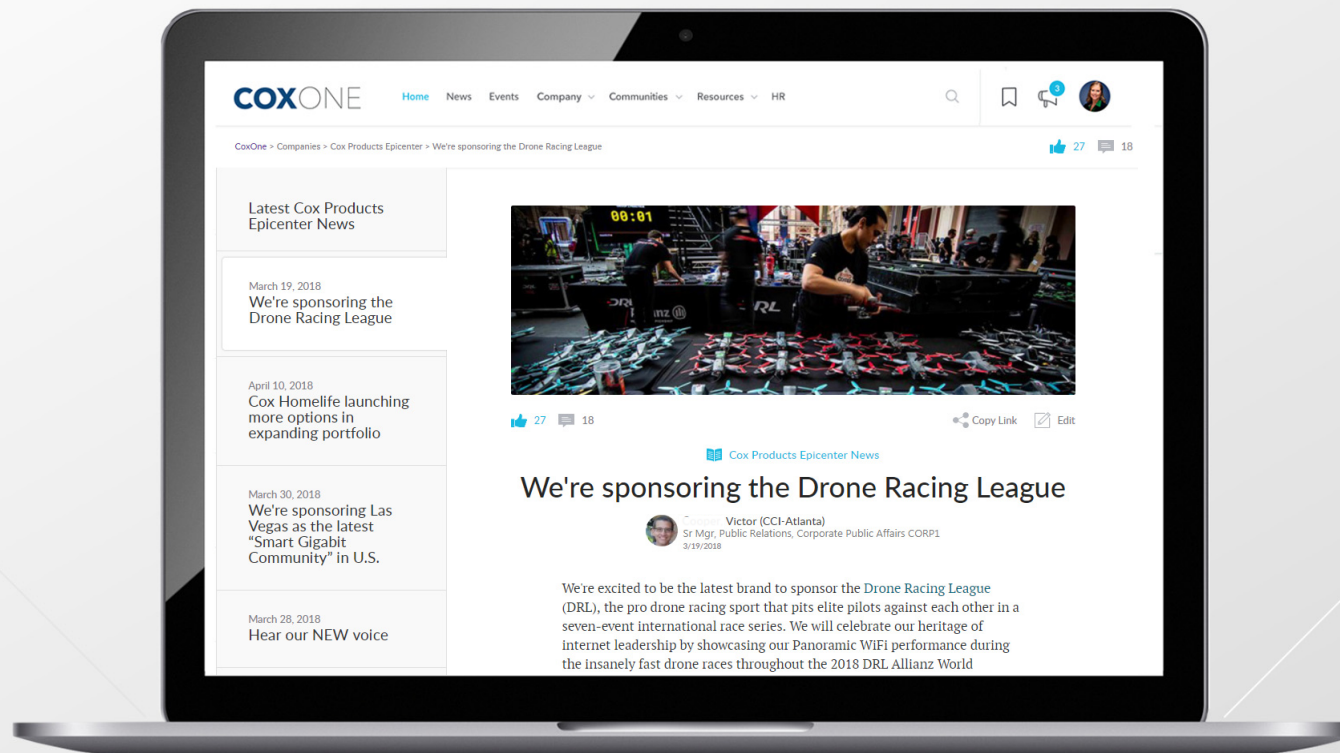
COXONE HOME PAGE

Below the fold – part of endless scroll.

Web-style content delivery. A roll-up of all content from groups and communities that you are a member of or following.
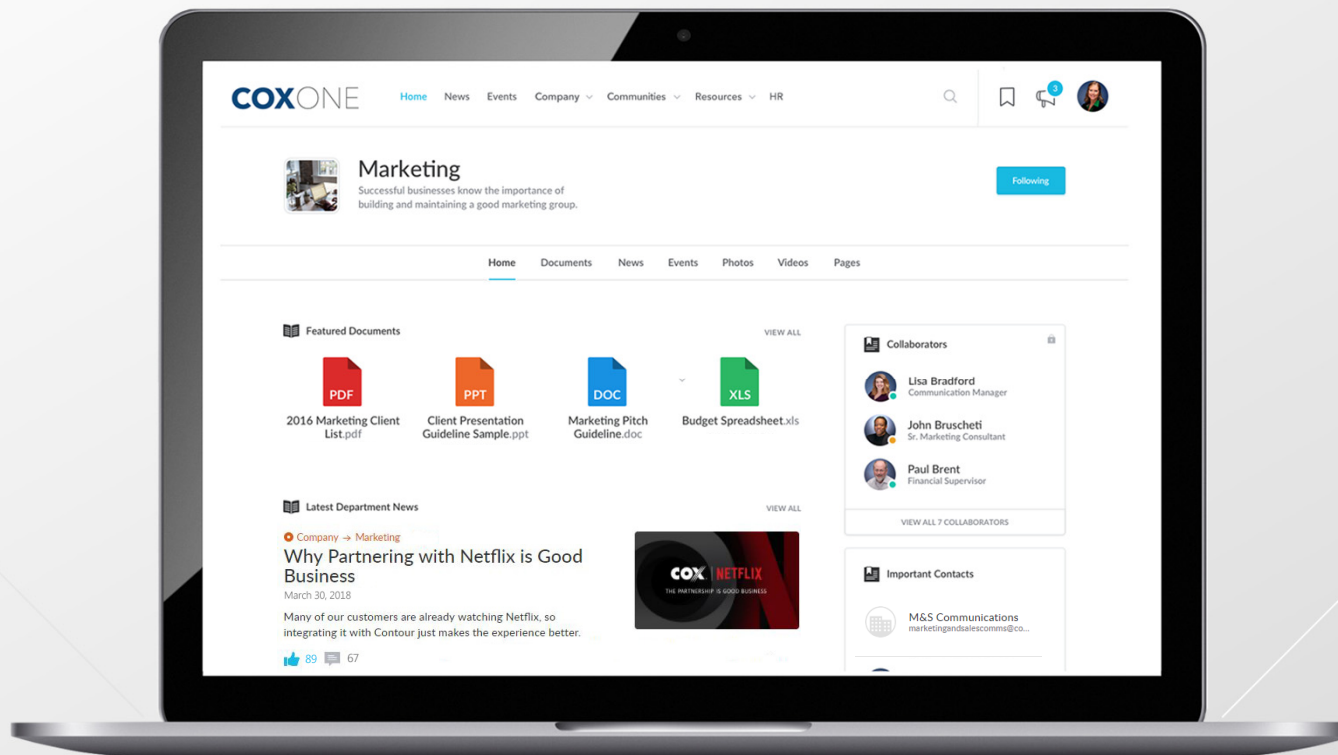
THE NEWS FEED

Employees get company, product, regional, and community news rolled up in a personalized news feed. You're in control of your content.
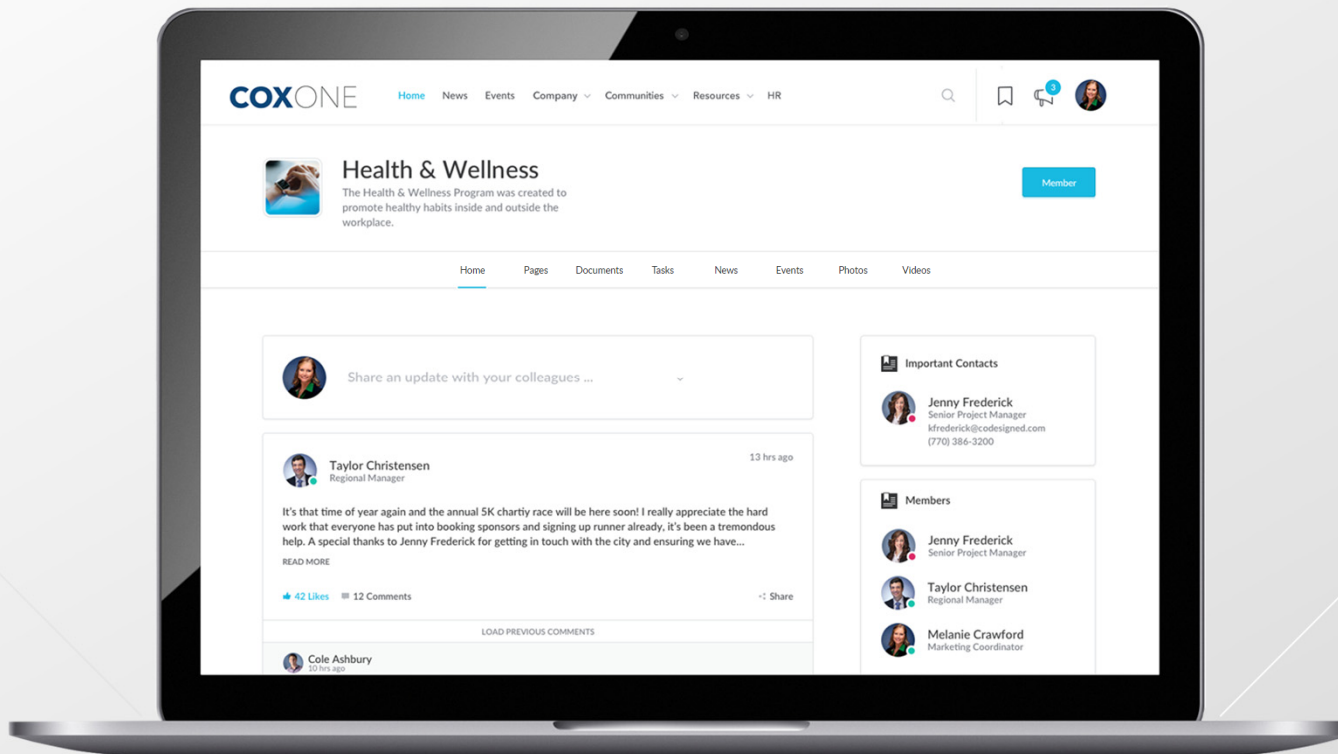
COMPANY "SITES"

Departments, divisions, and regions can now publish news and documents for their specific audience.
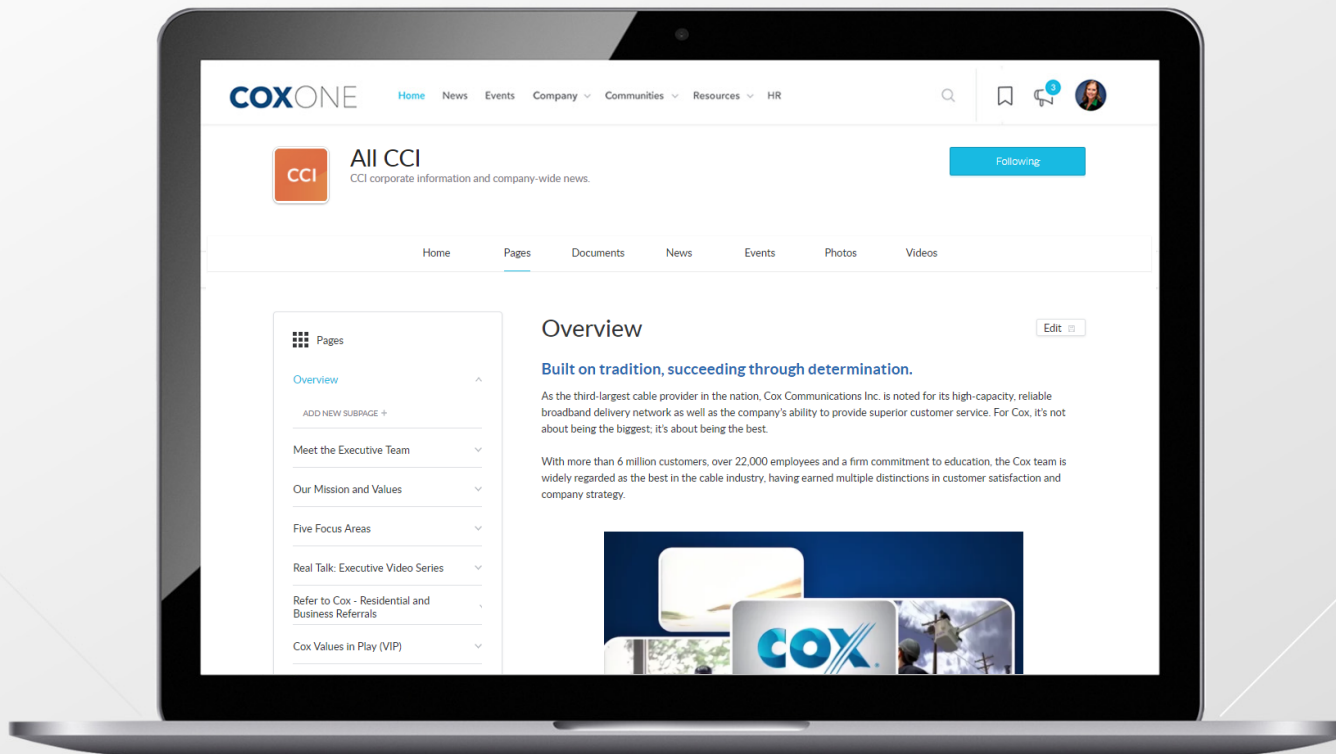
COMMUNITIES

Team engagement, two-way communications, document collaboration and task assignments within a department, team or group.
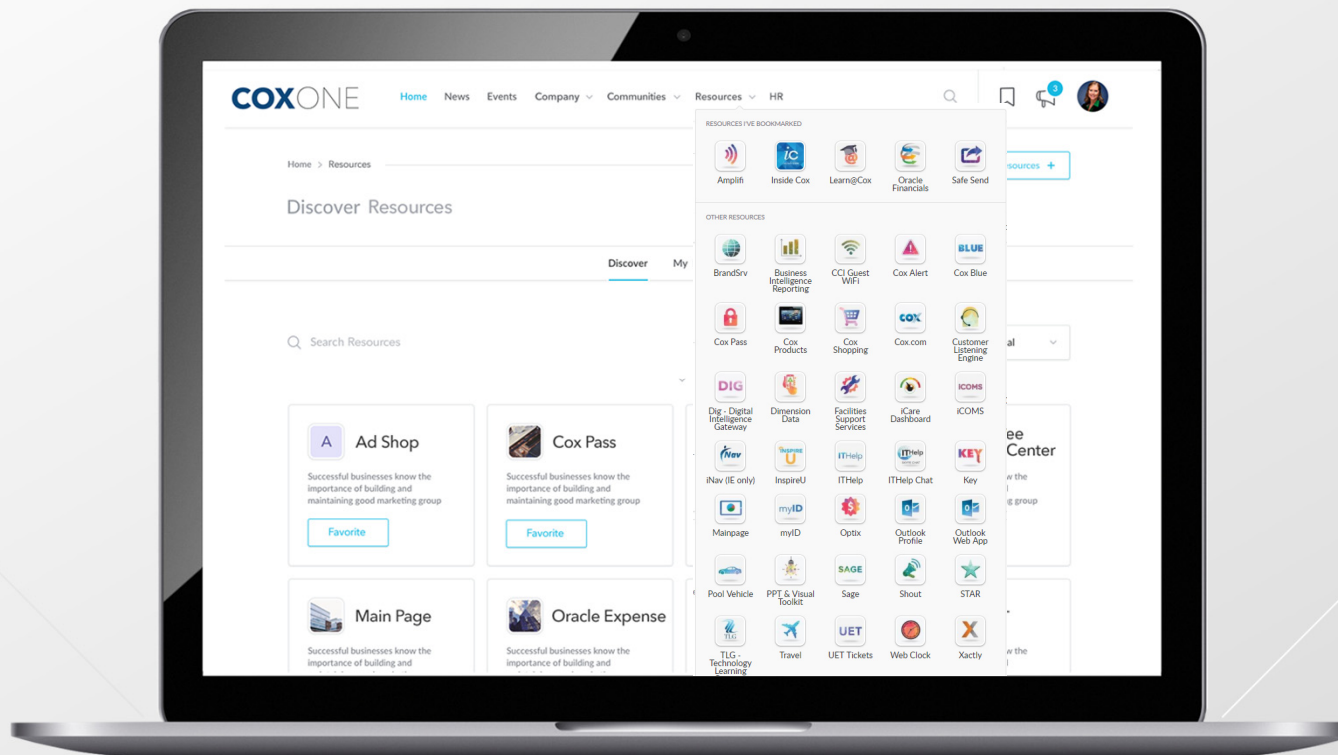
COMPANY & COMMUNITY SITE "PAGES"

Webpage architecture built into each company and community. Sites can default to Home or Pages based on site owner's needs.
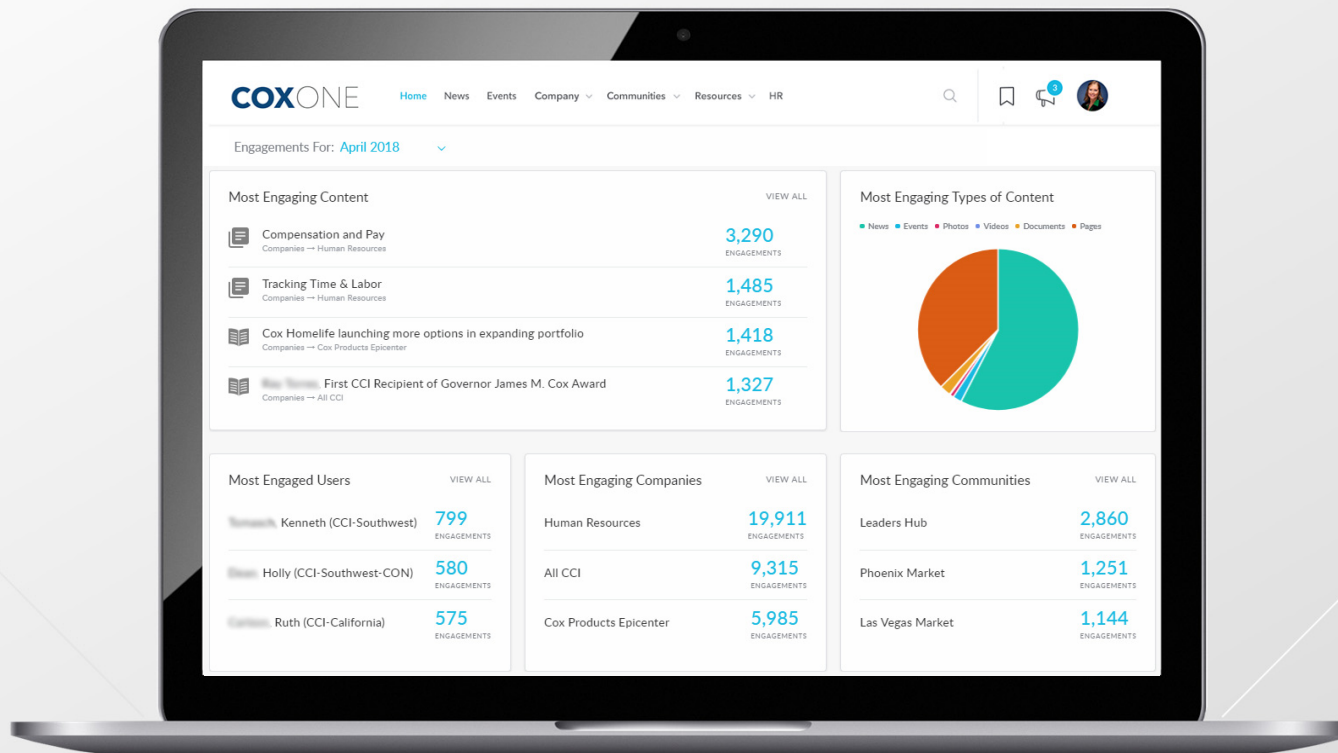
RESOURCES

Employees get one-click access to all the tools & applications they need. Choose what tools you use most and have them available instantly.

ANALYTICS

A Focus on User Engagement.

Engaging users with the right content is a major focus of modern-day intranets. CoxOne has an engagement analytics engine.

YOUR INTRANET LAUNCH ISN'T THE END...

IT'S THE BEGINNING!