Fixing App Issues Before Tickets Arrive

The Problem

Application performance issues were impacting productivity at Cox Enterprises, yet monitoring tools lacked visibility into many of these problems. Apps appeared functional yet users continued to submit tickets, creating confusion and frustration. Without data to confirm the user experience, IT teams couldn't address or prioritize problems effectively—risking employee disengagement and slowing business operations.

The Approach

Cox's digital workplace team partnered with application owners to fill visibility gaps using Nexthink. Their pitch was simple: "Give us 30 minutes and we'll give you a dashboard." By listening to app team needs, they customized Nexthink dashboards to monitor and proactively identify issues—like broken intranet links missed by traditional monitoring or lag in the room booking tool on high-traffic days. Rather than just report problems, the team brought insights and potential solutions to app owners, fostering collaboration and building trust. This enabled real-time problem solving and a shared focus on employee experience.

The Impact

The redesigned intranet launched with improved speed and fewer errors, enhancing the user experience from day one. Data from Nexthink also helped make a business case to improve the room booking app, using hard numbers to demonstrate performance dips. With Nexthink, Cox is now proactively identifying and fixing issues before they impact employees—conserving experience and boosting efficiency from "keyboard to customer."

Cox Enterprises enhances UX with data

Faster intranet, fewer errors