

Fairfax County Chamber of Commerce

Vienna, Virginia

Services:

Cox Optical InternetSM
Cox Digital Telephone[®]
Cox Business Video

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Tony Howard
Senior Vice President and
Chief Operating Officer
Fairfax County Chamber
of Commerce

SITUATION:

Known as "The Voice of Business in Northern Virginia," the Fairfax County Chamber of Commerce is committed to serving their members' business goals and supporting their success. For more than 80 years, thousands of Northern Virginia's premier businesses have turned to the Fairfax County Chamber to raise their profiles and develop new business relationships.

Over the years, the organization has literally redefined itself to create programs and services that meet the specific business needs of this market. Its uniquely designed "Councils" help businesses in the government contracting and procurement industry, the region's hospitality and tourism sector, and companies operating in international business markets. In addition, the Women's Business Council has quickly grown to become one of the region's most popular networking and business development programs for senior-level women executives.

With so many irons in the fire, the Fairfax County Chamber staff relies heavily on voice and data/Internet connections to stay in touch with its members, other businesses, elected and government leaders and media. In addition, its Communications and Government Affairs departments required television service to monitor local and national news media, plus local government access channels. Unfortunately, that service was not available from the Chamber's current provider.

SOLUTION:

Chamber Vice President Tony Howard knew that bundling voice, data and video services would be more convenient and cost-efficient, something the Chamber's previous provider could not offer. So he looked at other carriers. "Cox Business Services had a great reputation in the community for quality products and customer service," Howard said. "Plus, they offered more bandwidth than we currently had."

After working with his Cox representative, Howard chose a package that included optical Internet, digital voice, and business video services.

RESULTS:

Howard is pleased with his switch to Cox, and appreciates the added bandwidth at an affordable price, the new video service, and the convenience of having one bill for all three services. Plus, there was another huge benefit. "With the increased bandwidth provided by Cox, we were able to transition our internal IT network from a self-managed LAN to a completely outsourced solution," he said. "Now our network OS, applications and data files are hosted off-site and are securely accessible through any broadband connection. This gives us better up-time, more efficient utilization of our IT resources, and offers us additional personnel savings."

In addition, Cox's customer service is unparalleled. "Price is important and Cox is certainly competitive in that area," Howard said. "But customer service is paramount for us, and the Cox team is remarkably responsive to any issue or concern the Chamber may have."