

CONTACT: Lois Rossi, Sr. Director, Public Relations, at 678.557.8904 or Lois.Rossi@coxautoinc.com

Manheim Establishes New Client Shared Services Group

Taps Field Leader to Connect and Align Teams to Deliver a More Consistent Client Experience

ATLANTA—June 2, 2021 – Connecting physical and digital auction support services in a seamless and consistent way is vital to delivering a first-rate client experience. That is why Manheim has established a new Client Shared Services Group, part of its nearly \$100 million investment announced earlier this year, to better align the varied needs of its clients. Dana Lowenthal has been promoted to vice president and will lead key support operations, with the goal of matching clients to the right expert to resolve their issues faster, while enhancing satisfaction.

New Client Shared Services Group

Prior to the rapid rise in Manheim’s digital transactions, many support services – such as arbitration and auction block duties – were handled onsite at the auction. But, as more clients moved to online channels, demonstrated by 80% of Manheim’s transactions occurring digitally, it became a challenge to provide consistent in-lane and digital sales procedures to meet diverse client needs.

“An extensive review of our auction processes, combined with client feedback, resulted in our decision to align all of Manheim’s shared services within one group,” explained said Grace Huang, president of Manheim. “This approach not only brings deep auction expertise to common client issues where solutions can be shared seamlessly, but also meets our commitment to delivering a more connected client experience.”

The group’s structure is designed to simultaneously provide both a high-touch client experience and a high-volume delivery system. For example, complex issues such as arbitration will be handled by dedicated teams across Market Centers and regions and virtual block specialists will be focused on sale-day operations. This two-pronged approach produces greater consistency for clients, while driving highly efficient operations.

The newest addition to Manheim’s shared services is title processing. The Title Shared Services Center in Carmel, Indiana, is operated by Manheim and, while originally set up for commercial clients, its success led to offering a similar solution for dealers. Today, this centralized site processes nearly two million titles annually.

Leading the Group

With a career that spans several leadership roles within Manheim’s various business segments, Dana Lowenthal has been tapped to lead this new group. As vice president, Client Shared Services, Lowenthal and her team will support Manheim’s 24 Market Centers nationwide, including call center operations, vehicle arbitrations, virtual block clerks, title services and commercial pre-and post-sale operations.

“Dana’s knowledge of auction operations and technology, and a passion for serving clients, made her the ideal choice for this new and important group within our business,” Huang added. “Her ability to manage high-performing teams toward a common service goal will greatly benefit our clients.”

Lowenthal began her career with the Cox family of companies in 2008 providing guidance on new technologies to Cox Newspaper websites before transitioning to the digital space at Manheim where she held roles of increasing responsibility, rising to senior director of technology. In 2015, she transitioned into field operations as assistant general manager of Manheim Palm Beach. Most recently, she served as general manager of Manheim Central Florida where she achieved record-setting operational and business performance.