bsi.

Facing an increasing level of scrutiny of the quality of our products and services, Vox certified to ISO 9001 and ISO/IEC 27001

In brief

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings.

Vox prides itself on technical expertise, innovation and the delivery of superior product quality. Vox is regarded as a leading innovator in the industry and takes full responsibility for all implemented technology and systems, from concept to installation. Specialist product managers are responsible for managing their respective portfolios, ensuring continuous research and development and adherence to the highest standards. The Vox Service Centre is a 24/7/365 operation that not only offers immediate support for all customers, but also continuously monitors all of Vox's networks and infrastructure to ensure that quality of service is always maintained. An extensive team of account managers and technical engineers are employed in each regional office, ensuring local service and timeous implementation of solutions.

The benefit

As a result of the implementation and certification to ISO 9001 **Quality Management System**, Vox significantly improved its internal management systems. Profitability, efficiency and productivity all improved as a result of certification. They have increased client satisfaction with exceptional response, which has caused a reduction in client churn and an increase in the client acquisitions rate.

bsi.

| ISO 9001
Quality
Management
Systems
CERTIFIED | ISO/IEC
27001
Information Security
Management
CERTIFIED |

Find out more:bsigroup.com/en-za

"Our journey towards ISO 9001 certification was one of maturity. We clarified our strategy, and we raised our standard. The efforts brought our teams closer together and aligned us around common goals. Internally, this improved team cohesion. Externally it made our services more appealing and competitive. Achieving the certification gave the organization a sense of great pride."

Andries Coetzee
Quality Assurance Manager

Client challenge

Vox strives to provide the most advanced telecommunications products and services in the South African market. We need to ensure that our internal processes are structured and that our products and services are delivered at a high level continuously to achieve this goal.

The continual investment in employee competence is a major contributor to staff morale, retaining key resources and delivering excellent service. Implementing the delivery of quality services, not only ensures the retainment of existing customers, but also increases sales. The advantages and obvious impact of the ISO 9001 standard to the Vox Core business, resulted in the expansion of the Quality scope to the greater organisation.

BSI solution

Without BSI's assistance and this certification, we wouldn't be able to address applicable risks, identify continuous improvements and increase our overall performance and focus on providing our customers with products and services of consistent quality.

The ISO/IEC 27001 Information Security Management system certification increased the reliability and security of our systems and information. It improved customer confidence and increased business resilience. Vox were able to properly align with customer requirements. The improvement on management processes brings about the identification and suitable management of risks.

Both ISO 9001 and ISO/IEC 27001 gave Vox a competitive edge in the market.

Why BSI?

"One of the key strengths of BSI is their independence. They are not owned by government, industry, or shareholders, which means that they can be totally objective in our testing and certification. This gives our assessments more authority than those of an organization that has a vested interest in promoting its members. BSI was eager to become a partner in our endeavour and understood our vision."

bsi.