



# Case Study

## A Full Vox Solution Cooper Environmental Science



### Industry

Pest control is essential to the protection of the environment as well as public health. According to a story reported by Times Live, the Chinese Pest Control Association believes that a rapidly warming planet, increasing pace of urbanisation and booming trade and tourism have led to an increase in disease-carrying organisms.

This supports the point that effective pest control is needed to improve the quality of life for people in Southern Africa and the world over.

### About Cooper Environmental Science

Cooper Environmental Science (Cooper ES) is a pest control company which offers a range of products for the professional pest control industry, the grain storage industry, and is a reseller of pesticides for the home owner.

Their approach in designing products is to think of the environment first – which means all their technologies are innovative and fresh introductions to the market; but most importantly, their products are ahead of the game, create healthier environments, and ensure food security.

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able to streamline  
business practices”**

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## The Challenge

Tienie Jordaan, the Financial Director of Cooper ES, says that the company needed to upgrade and streamline the systems in order to give their client base better service.

Their priorities were creating an integrated system, improving service levels and reducing costs, connecting all business units on an online live platform, ensuring system high availability, and IT security to safeguard against cyber-attacks and cyber-insecurities.

## The Solution

The Wide Area Network deployment with dual last mile connectivity, in conjunction with integrated voice services, managed firewall and backups have helped Cooper ES to achieve their cost savings and upgraded ICT requirements. "We have also been able to streamline business practices," Jordaan said.



**"...we have a one-on-one relationship with Vox..."**

## Overall experience with Vox

"Vox has impressive service levels – the quality of network performance and after sale backup. From the project management to the relationship with your project manager," says Jordaan, "we have a one-on-one relationship with Vox, and the relationship manager is efficient – on a

monthly basis he contacts us to monitor feedback and reports on our improvements." This personalised account management made a difference in ensuring that things ran smoothly and that any challenges were dealt with efficiently.

## About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and telecommunications company. We have an enviable track record of meeting the needs of thousands of consumers, SMEs, large corporates, and public sector organisations. Thanks to our dedicated staff of more than 1 500 people – and our several hundred business partners countrywide – we set the benchmark for service delivery by connecting people through best-of-breed technology.

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.

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