



Vox Managed Wi-Fi

Wi-Fi-as-a-Service (WaaS)



Wi-Fi-as-a-Service: A Subscription-Based Offering

Vox Managed Wi-Fi offers state-of-the-art Wi-Fi connectivity and accommodates enterprise-wide mobility with tailored, managed Wi-Fi solutions, along with continuous technology and security updates. WaaS (Wi-Fi-as-a-Service) is a monthly subscription service designed to eliminate Capex investment for Wi-Fi equipment and reduce ongoing maintenance costs.

Understanding WaaS

Vox WaaS incorporates hardware, licences, performance tools and consultation services in a single solution to create the perfect extension of your organisation's Wi-Fi network. WaaS brings total control and the best Wi-Fi user experience, including troubleshooting and management, to your wireless network environment.

Our product offerings include Cloud-based and centralised Vox Managed Service environments to manage your Wi-Fi Access Point deployments, with rapid installation and support in mind.

Our certified engineers and trained technicians have the required capabilities to install and manage the technology deployed with all our Wi-Fi solutions.

This is done in four phases:

Phase 1 (Analyse)	Phase 2 (Design)	Phase 3 (Deploy)	Phase 4 (Management and Support)
RF (Radio Frequency) Heat Maps	Wi-Fi Surveys & Assessments	Installation	Remote Support - Technical Help Desk
Customer engagement	Network Diagrams	Project Management	Onsite Support Engineers

Phase 1 (Analyse) RF Heat Maps and Network Diagrams

Prior to installation, a fully managed scoping and customer engagement is completed by one of our trained Wi-Fi sales specialists. This includes an RF Heat Map and comprehensive network design. An RF Heat Map is a wireless network analysis and troubleshooting tool that helps organisations visualise the coverage and performance of their wireless networks. Our detailed network diagrams are produced by qualified and experienced solution architects.



RF Heat Map example (indicating AP placement and Wi-Fi coverage)

Phase 2 (Design) Wi-Fi Surveys & Assessments

Once the RF Heat Map and network solution has been decided, a site survey is conducted to confirm cabling routes and requirements for AP (Access Point) and switch placement. The building construction and materials are taken into careful consideration to create a tailored solution that results in the best network performance possible.

Phase 3 (Deploy) Installation and Project Management

Once the sales agreement has been completed, the project is allocated to a Project Manager to see the installation process through from start to finish. Vox utilises an advanced internal ticketing system to coordinate all the relevant parties involved. This includes internal meetings with all required departments, from procurement to onsite installations.

Phase 4 (Management and Support)



Management Features and Benefits

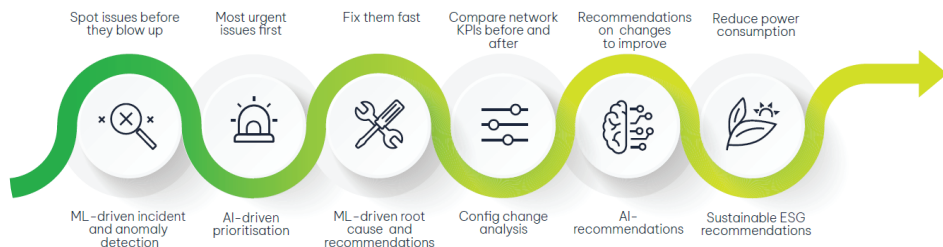
Centralised Management and Control	Configuration and troubleshooting of all your access points from a single interface.
Remote Management and Troubleshooting	Managed remotely by Vox certified Wi-Fi engineers.
AI-driven Network Assurance	Using advanced AI with troubleshooting tools to react quickly to service-affecting issues and to stop network anomalies from arising.
Exceptional End-User Experiences	Vox Cloud managed Wi-Fi lets you address the end-user experience challenge and provides a solid foundation - machine learning and AI take care of the rest.
Secure Network Access and Policy Management	Secure network access for every user, every device, on any network.
Reporting	Custom reporting and dashboards.
Scalability	We can easily add new Access Points to your network as your needs grow.
Guest Network Management	Create a separate, secure network for guests with limited access to your main network resources.
Cost-Effective	Vox Managed Wi-Fi fee per Access Point with additional licensing options as required.
Faster Network and Client Troubleshooting	Identify service issues quickly and efficiently.
Built-in Redundancy	As the solutions are managed by Vox certified Wi-Fi Engineers, all solutions are backed up to keep your network running.
Enhanced Security	Including support, essential software and firmware upgrades.



Support (Remote and On-Site)

Vox Wi-Fi utilises both bespoke and vendor-supported Cloud platforms to provide technical assistance for its customers. Some of our products also include AI for self-healing and troubleshooting. Our Technical Services Desk offers first-level support and, when necessary, escalates issues to our advanced Wi-Fi engineers for remote assistance.

AI Managed Wi-Fi



In the event of faulty equipment or if on-site support is required, an engineer will be dispatched and supported by a remote Wi-Fi engineer while on-site. You will also have access to reports and dashboards, depending on your chosen solution.

For more information on complementary or alternative products, visit us at vox.co.za

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