

## 23 Aug 2011 COMMUNICATIONS: Mix Telematics Vehicle Recovery Contact Centre Performs

Recent Gauteng Business News Vehicle recovery has quite rapidly become an integral part of owning your own car or even a fleet for your business. Mix Telematics is a global leader in fleet management and stolen vehicle recovery, covering well over 500,000 vehicles in more than 110 countries across six continents. Its Johannesburg contact centre handles around 10,000 calls a day – so reliable, high-quality, cost-effective voice and data connectivity is critical to the business.

“Our relationship with Vox Orion goes back to 2002 when they started providing us with basic cellular least-cost routing services,” says Mix Telematics Chief Information Officer Quinton Pienaar. “But their portfolio has expanded since those days and they now provide our voice services as well as Internet connectivity.”

### The Right Relationship for Vehicle Recovery

What has enabled the relationship to develop, says Pienaar, is the quality of service Mix Telematics has received. “It has been nine years since we established our relationship with Vox Orion and we still have very few technical problems despite the way their service to us has expanded.”

“I’ve never seen Vox Orion release a product they weren’t comfortable to put their name on. Their commitment to quality is what gives me peace of mind.”

### The Customer Service of the Vehicle Recovery Contact Centre

Cost is also a factor, says Pienaar. “They come in at a very aggressive price. We’re getting business-quality voice communications at a cost that represents incredible value for money.”

Vox Orion’s customer service is on a par with the technical quality it delivers, says Pienaar. “Their account management team is very strong and they look after you as a customer. Our SLA specifies 99% uptime with a very short turnaround time if anything goes wrong, and they’ve performed very well.” The relationship is proving to be one of great worth as the companies really create a solid vehicle recovery system that works.