



South Africa has an established book publishing industry centred on educational content. The market for general trade books

clients The Joburg-based independent publisher's list includes political biographies, current affairs, memoirs, natural history,

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is small, and unlike in developed markets, where generally books are sold in much larger volumes, local sales of 5 000 copies make a title a bestseller.

cooking, business, local literary fiction and children's illustrated books in all South African languages. Jacana was presented with the Sunday Independent's publisher of the year award in 2006.

A local publishing house, launched in 2002, Jacana Media publishes a wide range of trade books and manages custom publishing projects for companies and

Jacana Media employs 112 full-time staff members and a host of freelancers for the production of its books.

THE BUSINESS CHALLENGE

Connectivity, telephone down time and bandwidth were some of the issues Jacana Media faced in the past, making it difficult to run smooth daily operations like communicating with customers and stakeholders.

The production department struggled with down time for large file downloads, posing a challenge for productivity. "We had issues

sending print-ready files to print and receiving files from freelancers and other co-publishers," says Jonathan Dhlomo, of Jacana's accounts department.

The publishing house also needed remote and managed IT support to provide seamless communication across the business.

VOX CASE STUDY

When seeking out a suitable service provider to check all the boxes on their list of challenges, Dhlomo says they wanted a reliable service, but affordability was a key factor as well.

Enter Vox.

THE BUSINESS SOLUTION

"Vox is like our outsourced IT guy. They handle everything, from our Internet connection, to all our communication and digital needs." In 2017 Jacana Media enlisted the services of Vox to speed up business processes across all departments.

"Vox Verto Supreme is very reliable and worth every penny. It has been value for money. Telephone downtime is a thing of the past. We have control over our communications bill, and we have offsite and onsite support all the time," says Dhlomo. "And thanks to Vox Fibre, we can now send and receive large files quickly without hiccups!"

During COVID-19 and the necessary move to implement working from home, Vox has benefited the business immensely, says Bridget Impey, managing director at Jacana Media.

"The superior equipment and telephony provided by Vox has facilitated ease of working from home, as calls can be answered directly on cell phones from Vox dedicated lines," says Impey.

"Our Support Desk employees have attended to all queries and fixes timeously, allowing for minimal interruption, and off-site access to our server, as arranged by Vox, has been a blessing."



OVERALL EXPERIENCE WITH VOX

Impressed by the impact of Vox's services on Jacana Media's operations, the company has also implemented more Vox products, including Everlytic digital marketing services, desktop and server support, and Vobi Voice Service over the

last few years.

"All our departments have been positively affected by Vox services," concludes Jacana Media co-owner Maggie Davey.

About Vox

Vox offers an extensive range of affordable data, communications, and collaboration solutions that allow South Africans to connect to the world, and, most importantly, stay connected together. From corporates to consumers, we provide unparalleled value by merging innovative technology with hands-on customer service. We take full responsibility for every solution provided, from concept to implementation, and continuous delivery. It's all thanks to our expert staff of over 1500 people (and counting) as well as over 1000 business partners across the country.

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