

FAST 100

## VOX wows clients with fast, attentive service

BY PATRICK HOGE

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**V**OX Network Solutions Inc., a communications services provider in South San Francisco, grew its revenue 1,511.8 percent between 2006 and 2008.

Founded in 2006, VOX is an engineering, design and installation company that configures and maintains voice and data networks of various kinds for businesses. It resells hardware and software from companies like Avaya-Nortel, Cisco Systems and Microsoft.

The growth trend has been continuing despite the down economy, with President and CEO Scott Landis predicting year over year revenue growth for 2009 to be 150%.

The company has 50 employees, including eight hired since January, and by the end of the year Landis expects to hire as many as five more, including in sales, operations, engineering and field technical. Most employees are in the Bay Area and Sacramento, with a small number in Southern California and the Pacific Northwest.

"Our unique value proposition is the fact that we hire the top talent in terms of engineering and design. My philosophy has always been on customer and employee satisfaction," Landis said.

The company seeks to differentiate itself with high quality round-the-clock support. It monitors the networks it installs and notifies companies when issues arise. Typically it is able to do repairs remotely, but if it can't, it dispatches technicians quickly, Landis said.

Micah Hall, telecom and network operations manager for investment bank Thomas Weisel Partners in San Francisco, will vouch for that.

Hall said several years ago his company had dropped its previous provider because of poor service and had been using VOX for about a year when the phone system went down in the middle of the trading day. VOX



SFBI FILE 2007 / PAOLO VESCIA

"We hire the top talent in terms of engineering and design," says Landis.

immediately had knowledgeable technicians on scene and concerned managers on the phone making sure things were up and running quickly.

"Out of all the vendors that I use, they have definitely shined," Hall said.

Currently, on VOX's recommendation, Thomas Weisel staff members are looking into using Microsoft's Office Communications Server for a unified communications platform, which allows for things like sending an email to people calling for a meeting with links inside the emails that can be clicked to join a conference call. Management has yet to sign off on investing in such a system, but Hall said he has been extremely impressed by the possibilities.

"As a vendor, VOX is right on. We trust them wholeheartedly," he said.

Other VOX Network customers include LSI Corp. of Milpitas, Logitech and LAM Research Corp., both of Fremont and Altera Corp. of North Carolina.

Landis started VOX Network Solutions with investment from himself and fellow employees. The company, which has never

### No. 3 VOX Network Solutions

**Growth: 1,511.8%**

**What it does:** Engineering, design and installation company that configures and maintains voice and data networks.

**CEO:** Scott Landis.

**HQ:** South San Francisco.

taken venture funding, has been profitable since month seven.

Landis in 1998 co-founded a company called United Telecom, which was acquired by Houston-based Netversant Solutions LLC in 2000, after which Landis worked for NetVersant for five years.