



**CLEANING  
EQUIPMENT**

Industry: **Contract Cleaners**  
**Oryx Group**

## Quality service earns Goscor Cleaning Equipment 3rd consecutive Top Service Provider Award



### Customer Overview

**The Oryx Group**, established in 2012 and situated in Meadowdale in the east of Johannesburg, delivers cleaning and hygiene solutions across diverse South African industries that include the retail, hospitality, health, commercial and industrial sectors. The company's commitment to service excellence, stringent monitoring and the effective controlling of standards extends to ensuring the provision of high-level in skills training, transformation and equal opportunities within the Group.



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~ **Johann Visser**  
*Oryx Group National Operations Manager*

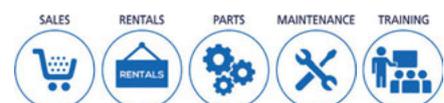
### Awards

The Oryx Group has been using Goscor Cleaning Equipment's (GCE) Ghilbi winner 38 range specifically for virgin active family fitness facilities since 2012.

The Top Service Provider Awards stem from the Oryx Group's passion for providing world-class services to its customers and the company believes in rewarding service providers that share this passion. **“Our objective is simple – identify the service provider that consistently goes the extra mile to serve our needs,”** states Johan.

### Solutions

GCE received its **third consecutive Top Service Provider award**. **“In the event of a breakdown at a customer's premises, extended downtime is simply not an option. Of all our equipment suppliers, GCE has delivered the most impressive turnaround time for repairing equipment, irrespective of whether the site is in Gauteng or located as far afield as Potchefstroom or Polokwane.”**



## Solutions (continued)

“Goscor Cleaning Equipment has proven consistently that it is unbeatable when it comes to repairing machines on-site”

~ **Johann Visser**  
Oryx Group National Operations Manager

“The company has proven consistently that it is unbeatable when it comes to repairing machines on-site. Their technicians are well trained and well equipped. When the GCE technician shows up, we consider it done. I am guaranteed of having either a repaired machine or a loan unit,” affirms Johan.

Alongside excellent service, Johan also identifies GCE's ability to readily make available loan units as key to further contributing to eliminating extended downtime at a customer's site. “If they are unable to repair a machine, they supply a loan unit on the same day which means there is always a machine available.”

Finally, noting the company's excellent feedback and communication, Johan cites the company's Service Team for their commitment in providing above customary services and excellent communication skills.

GCE took our needs into consideration and created a personalised maintenance plan for us. Their unmatched expertise keeps our equipment performing at optimum levels, ensuring our staff are more productive, saving us time and money. At the end of the day we have realised that having this maintenance contact is indeed the solution to ensure total lowest cost of ownership on all of our equipment,” affirms Johan Visser.



“We have gained certainty and control of our maintenance cost with a flexible Goscor support plus contract”

~ **Johann Visser**  
Oryx Group National Operations Manager

