Cox Systems Technology

Founded in 1936, Cox Systems Technology has a long history in the field of communications. Located in Oklahoma City, Oklahoma, Cox Systems supplies services and equipment for sound and communication systems, fire alarm systems, closed-circuit television (CCTV), master antenna television (MATV), nurse call, and security and mass notification systems. The company provides high-performance, quality communication systems including intercoms, paging, telephones, and emergency notification systems.

According to Vice President, Jerry Cooper, Cox Systems has come to rely upon EnGenius Technologies’ long-range DuraFon cordless phones to provide reliable voice communications for customers that need to maintain quality communications across large properties.

Grocery Superstore Requires Instant Communication Throughout Store and Across Property

Crest Foods, one of the largest grocery store chains in Oklahoma, had a communications challenge created by the sheer size of the stores and the surrounding property. Store managers needed to be able to communicate with the key employees, whether collecting carts in the far reaches of the parking lot or stocking shelves inside the store.

“The phones that the stores were using just didn’t provide adequate coverage,” explained Cooper. “They didn’t have the power or the clarity that the EnGenius phones offer. If you took the handsets from their old system and went to the back of the store, your chance of being able to communicate at all were pretty small.”

Cox Systems replaced Crest’s old system with EnGenius DuraFon Pro handsets. “We’re using IP-based desk telephones for the administrative people, but each department manager, floor superintendent, and other key personnel each carry wireless EnGenius phones,” said Cooper. While the employees use the DuraFon primarily for the walkie-talkie function, the landlines are connected to the DuraFon base stations allowing floor managers carrying the EnGenius handsets to call the warehouse to have them bring products out to the store.
DuraFon Increases Efficiency of Nursing Staff at Children’s Hospital

Cox Systems relies on the EnGenius DuraFon systems for large, complex properties. Cooper explained how the deployment of the EnGenius system in a children’s hospital in Southern Oklahoma has helped increase efficiency and improve customer service.

According to Cooper, the DuraFon base station is located in the basement of the three story hospital building and delivers quality, reliable voice communications throughout the property. “I’ve got the EnGenius phone system tied to the nurse call system telephone portal so when a call comes in from a patient’s room, the room number shows up on the screen of the EnGenius handset.” Each of the nurses carries an EnGenius handset to enhance communications and reduce the response time to address patient needs. To increase efficiency, each of the handsets is assigned specific room numbers through the nurse call system so that nurses only receive calls from rooms that they are responsible for.

Retirement Home Caregivers Require Reliable Communications for Rapid Response

Oklahoma City has several high-rise government-provided retirement homes that provide living assistance for elderly adults. The ability to provide reliable voice communications through 20 floors requires the long-range that EnGenius DuraFon handsets provide.

According to Cooper, Cox Systems has installed the EnGenius phone systems in two high-rise buildings with all caregivers carrying a DuraFon handset. “What we’ve done is to install a fire alarm system and an emergency call system which operates like a nurse call system. When a resident pulls a chain in the bathroom, they toggle a relay on the emergency call system that sends an alert to the EnGenius phone and displays the room number on the handset.” Cooper explained that at any given time, there are only 10 caregivers on duty and they need to immediately know which room triggered the alarm so the caregivers closest to the room can respond.

DuraFon Even Solves Coverage Issue in an Exceptionally Large Residence

While not an issue for most residences, Cooper explained that he has even installed a DuraFon system in an exceptionally large private residence. “Their house is so big that most other wireless phones can’t cover it,” he said. According to Cooper, the previous “long-range” system was fine as long as you were within 100 feet of the base. “If they were in the swimming pool or garden, they had no communications at all.” Cox Systems installed a DuraFon system and solved the issue. “They said the audio was more clear than any other phone they had ever had. They’ve called me on several occasions just to tell me how pleased they are with the EnGenius phone!”