

## Viox Services grows by investing in its people

Soapbox, 10/28/2008

[Viox Services, Inc.](#), a family-managed facility maintenance company headquartered in Reading, is managing rapid growth despite a ho-hum economy.

First envisioned by John Viox, Sr in the early 1940s as a commercial and residential construction and carpentry business, the company has been able to expand from 100 associates to more than 1,000, with a client base that includes such heavy-hitters as [Goodyear](#), [Procter & Gamble](#), [Honda](#), [Chiquita](#), [Fifth Third Bank](#), and [ArvinMeritor](#).

Amy Tanaka, director of human resources with Viox, says that the company has been able to retain its small, family-owned feel despite the growth.

"Very much so," she says. "We've retained a very vocal leadership and a great deal of decision making. But we also have the support and tools that a national organization can provide."

The national organization to which Tanaka refers is [EMCOR Group](#), a Fortune 500 company with over \$5.7 billion in annual revenues.

Viox Services became a subsidiary of EMCOR Group in 2002.

In recent years, Viox family members searched for ways to provide steady growth in expanding markets and industries, including facility maintenance solutions ranging from HVAC to grounds management.

They have also created innovative ways to attract and retain talent.

"We offer a very generous tuition reimbursement -- up to 100 percent in tuition, books, and fees," Tanaka says.

On average, Viox invests three times the industry average per associate on training.

"I think that it's a benefit that we have to provide our associates to attract and retain our workforce," Tanaka says. "It allows us to show our associates that we value their contributions."

Viox Services' portfolio of properties includes over 61 million square feet of commercial, institutional and industrial facilities throughout the Midwest.

Writer: [Kevin LeMaster](#)

Source: Amy Tanaka, director of human resources, Viox Services, Inc.