

## S04 – SIMPLer Operations Master Portal User Guide

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# 1. Introduction

The "SIMPLer" platform is a comprehensive suite of business automation software spanning multiple functional areas across an operator's business. The Azotel Master Portal is an additional part of the platform that can be used for operators who have multiple instances (WISPs) to manage through the SIMPLer platform. In this case, each instance of SIMPLer has its own SIMPLer database, but all databases belonging to a particular operator can also be tracked from one central search page known as the Master Portal.

The purpose of this document is to explain the use of the Master Portal.

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## 2. Master Portal Access

This section will describe the process of gaining and granting access to the Azotel Master Portal.

### 2.1. Master Portal: Login

If you have requested access to your Master Portal from Azotel support, you will receive an email, similar to the email shown in Fig. 2.1-1.

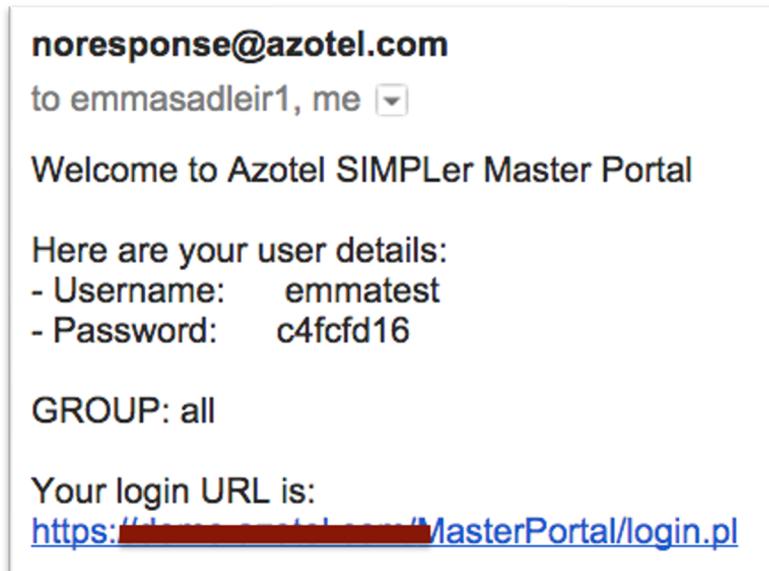


Fig. 2.1-1: Master Portal Access Email

By clicking on the link provided at the bottom of the email, you can log in to the site with your temporary password as shown in Fig. 2.1-2.

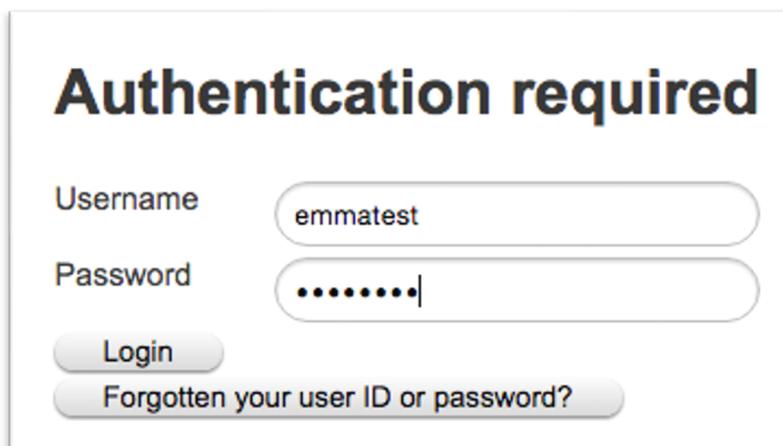
The image shows a login page titled 'Authentication required'. It has two input fields: 'Username' with the value 'emmatest' and 'Password' with a masked password '.....'. Below the fields are two buttons: 'Login' and 'Forgotten your user ID or password?'.

Fig. 2.1-2: Master Portal Login

You must immediately update your password to a new password of your choice, as shown in Fig. 2.1-3, and proceed to perform one final log in with the new credentials before gaining access to the system.

Fig. 1.2-3: Password Change

Now you will arrive at the master portal. The default landing page is the “search” tab, with “customers” option selected as shown in Fig. 1.2-4.

Server	Instance	Search
demo.azotel.com	emma: Emma Instance	✓
demo.azotel.com	test: test instance	✓

Fig. 1.2-4: Default Landing Page

## 2.2. Master Portal: Creating a User Account

To grant access to the Master Portal to another user in your business, you would need to navigate to the USERS tab in the Master Portal as shown in Fig. 2.2-1 and click the Add User button.

Fig. 2.2-1: Users Tab

On the next page, enter:

- User ID:** Preferred user ID of the user. Note that this must be exactly the same as user ID in use for this user for their individual instance login. The field is case sensitive.
- User Full Name:** An informational field to provide more details about the user’s full name.

- (c) **Email:** This must contain an active email address for the user, as it will be used to communicate password information. It will also be used for times when the user might forget their password, and it can be reset to the email on file.
- (d) **Group:** The group field will determine which instances the user will have access to. For example, in some cases an operator might have ten instances – three in the UK, three in the USA and four in France. The operator could create groups so that regional managers would only have access to their own set of instances (i.e. EU, USA, etc). In the example below we have selected the group “all”, so it will have access to all instances the operator has defined in the group “all”.
- (e) **Description / Notes:** This is an informational field to add further details about the user.
- (f) **Password:** If this field is not populated, a random password will be automatically generated by the system.
- (g) **Confirm:** If you have entered a password manually you must confirm this entry a second time.
- (h) **User Rights:** All user rights are explained in the table below.

User Right	Function
Calendars – Access	Grants Access to the calendars section (installer tab)
Cronjobs - Access	Allows success to schedule automated scripts and reports
Groups – Access	Grants access to view the groups of instances available
Groups – Add	Grants access to create new groups independently
Groups – Modify	Grants access to modify new groups independently
Neth – Access	Grants access to the network health monitoring page
Reports - Access	Grants Access to Master Portal Report section
Sales – Access	Grants access to the sales tab
Customers – Search	Grants access to the customer search tab
Customers – IP	Allows operators to search by IP
Customers – RADIUS	Allows operators to search by RADIUS details
Customers – Invoices	Allows operators to browse invoices on the portal
Customers – Maintenance	Allows operators to browse maintenance tickets on the portal
Customers – Equipment	Allows operators to search by equipment details
Customers – Communities	Allows operators to search by community code
Customers – Sales	Allows operators to access sales items from the search tab
Customers – Migrate	Allows operators to migrate customers from one database to another
Customers - Migrate Equipment	Allows operators to migrate equipment from one database to another
Customers - Stats	Allows access to stats
Settings – Disable Operator status check	If checked, the master portal will not check if an instance is reachable before opening the search page
Stats – Access	Grants access to the statistics page (subscriber count, revenue)

Users – Access	Allows access to the users page to view other users
Users – Add	Allows access to the users page to add new users
Users – Modify	Allows access to the users page to modify other users
Users – Change Group	Azotel admin only
Users – Admin	Azotel admin only

Table 1

See Fig. 2.2-2 for the “add user” page. Once all fields have been populated, click the “add” button, and an email will be sent to the user with the details.

### add Master Portal User

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#### User Details

User ID

User Full Name

Email

Group

Description / Notes

---

**New password**  
If you do not specify a password, a new one will be automatically generated  
User's details will be automatically sent to the email address provided

Password

Confirm

---

#### User Rights

calendars	access <input checked="" type="checkbox"/>													
groups	access <input checked="" type="checkbox"/>	add <input checked="" type="checkbox"/>	modify <input checked="" type="checkbox"/>											
1eth	access <input checked="" type="checkbox"/>													
sales	access <input checked="" type="checkbox"/>													
search	customers <input checked="" type="checkbox"/>	ip <input checked="" type="checkbox"/>	radius <input checked="" type="checkbox"/>	invoices <input checked="" type="checkbox"/>	maintenance <input checked="" type="checkbox"/>	equipment <input checked="" type="checkbox"/>	communities <input checked="" type="checkbox"/>	sales <input checked="" type="checkbox"/>	migrate <input checked="" type="checkbox"/>	migrate equipment <input checked="" type="checkbox"/>				
settings	disable operator status check <input checked="" type="checkbox"/>													
stats	access <input checked="" type="checkbox"/>													
users	access <input checked="" type="checkbox"/>	add <input checked="" type="checkbox"/>	modify <input checked="" type="checkbox"/>	change group <input checked="" type="checkbox"/>	admin <input checked="" type="checkbox"/>									

Fig. 2.2-2: Add new User

## 3. Master Portal Search Tab

This section will describe the main functions available from the Master Portal Search tab.

### 3.1. Search Tab: General Navigation

Once you log in to the Master Portal you will be set to your assigned group, and this will determine which instances are available to browse from your page. On the right-hand-side of the search page, the Available Operator Instances are listed. Clicking on the instance name or on the blue arrow beside this entry will take you directly into the instance you wish to visit. See Fig. 3.1-1.

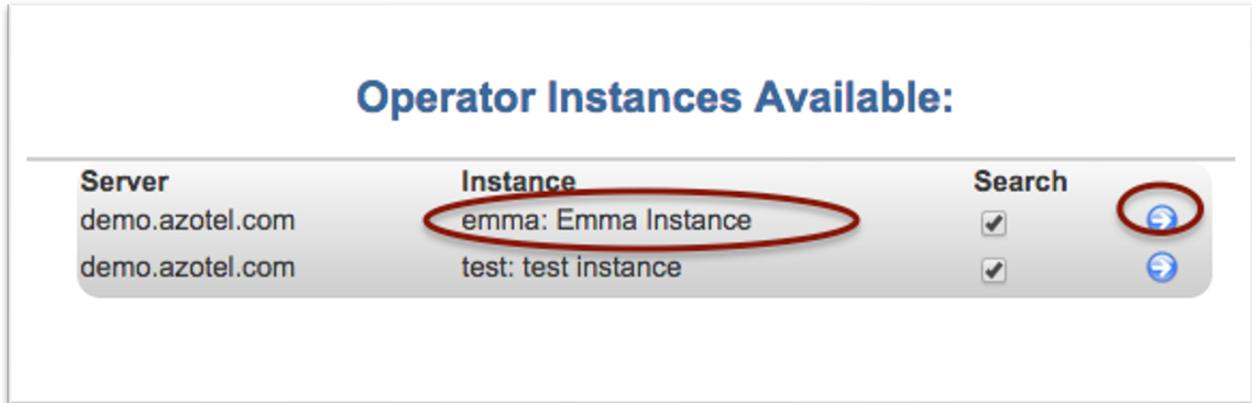


Fig. 3.1-1: Instances Available

On the left-hand-side, there are various options available for different types of searches/functions in the system. However, the default landing option is a customer search box.

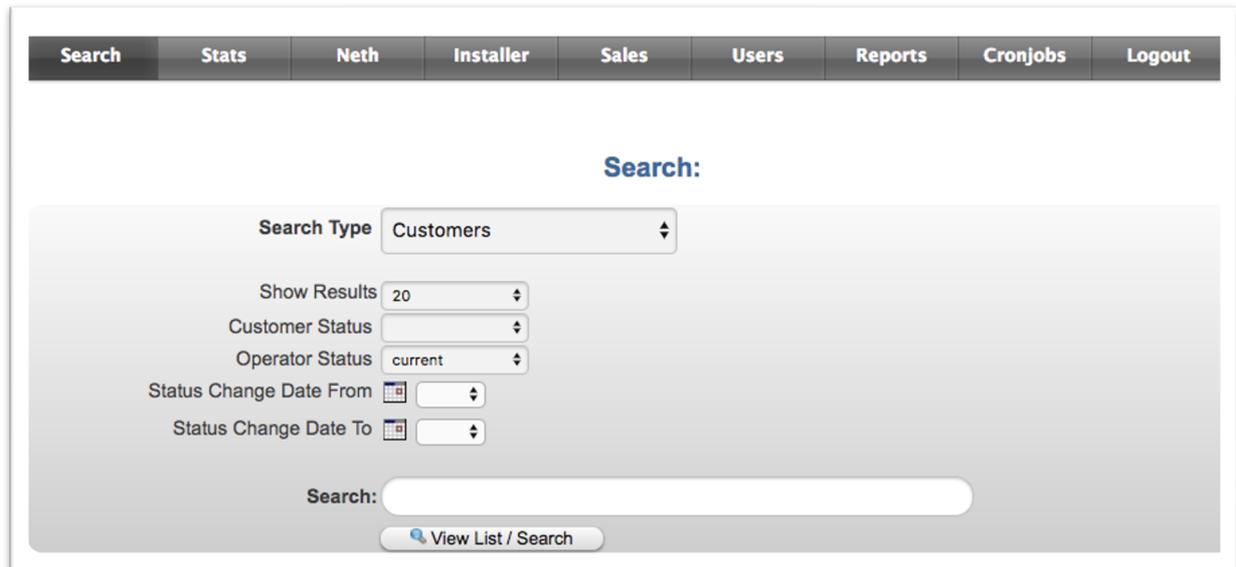
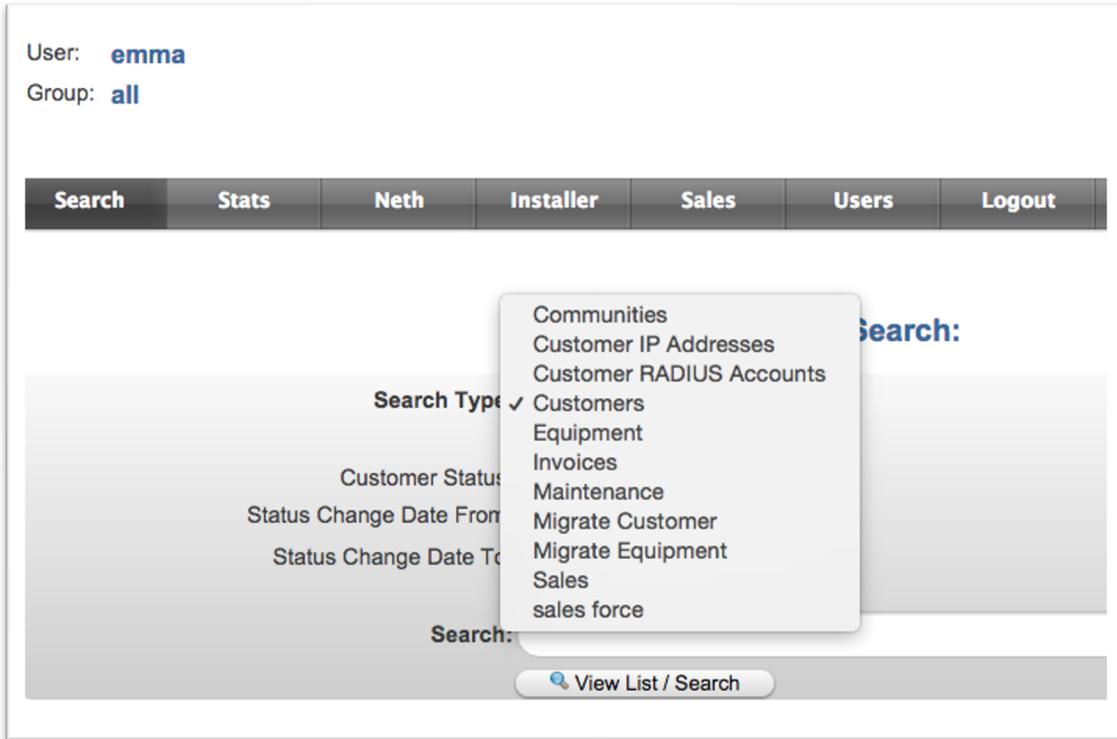


Fig. 3.1-2: Customer Search Options

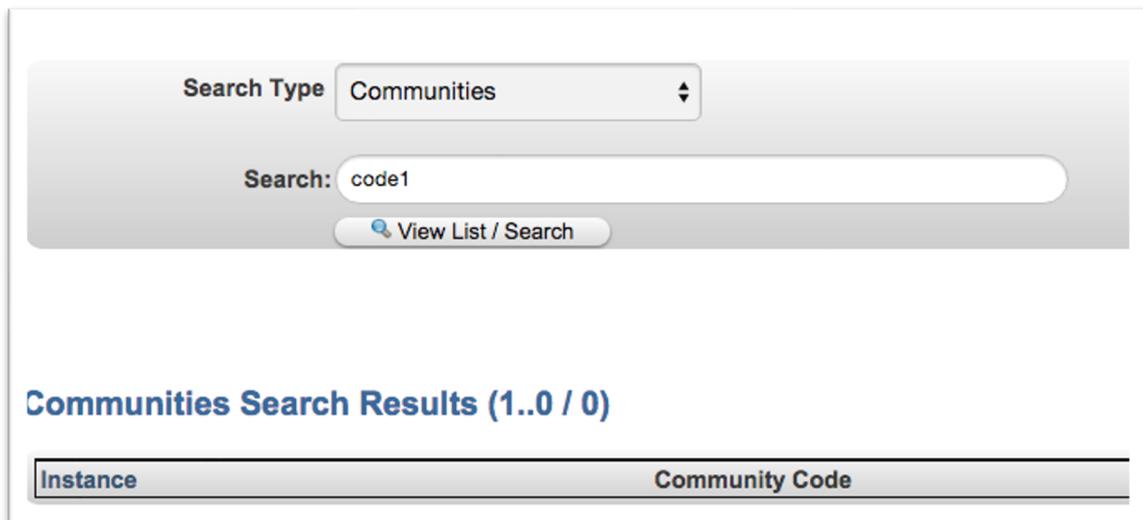
### 3.2. Search Tab: Available Functions

From the master portal search page, a number of different functions are available to search/perform actions across the various databases as shown in Fig. 3.2-1.



**Fig. 3.2-1: Search Options**

- (a) **Communities:** This function allows the operator to search by customers by their community code. The community code is assigned (optional) when adding a customer to SIMPLer and some operators will group customers according to these codes. The search function allows operators to run searches on the various codes in use. See Fig. 3.2-a.



**Fig. 3.2-a: Community Code Search**

- (b) **Customer IP Addresses:** Allows operators to find customers with a specific IP address assigned and determine which instance they are located in. Clicking on the blue arrow next to the customer will take you directly to their instance and record. See Fig. 3.2-b.

Search Type: Customer IP Addresses

Customer Status: [Dropdown]

Status Change Date From: [Date Picker]

Status Change Date To: [Date Picker]

Search: 10.101.83.7

View List / Search

**Search Results (1..1 / 1)**

Instance	CustomerID	Nickname	Gateway	Equipment IP	Customer IP
test: test instance	10971	EmmaEUP	Noida		10.101.83.7

Result Page: 1

**Fig. 3.2-b: IP Address Search**

- (c) **Customer RADIUS Accounts:** This function allows operators to search for a customer within the master portal by their RADIUS credentials. For example, a RADIUS username assigned. See Fig. 3.2-c.

Search Type: Customer RADIUS Account

Customer Status: [Dropdown]

Status Change Date From: [Date Picker]

Status Change Date To: [Date Picker]

Search: emma\_testuser

View List / Search

**Radius Search Results (1..1 / 1)**

Instance	CustomerID	Nickname	Gateway	RADIUS Username	RADIUS Password
emma: Emma Instance	2	radiuscustomer	Radius / Hotspot - Recurring	emma_testuser	test

Result Page: 1

**Fig. 3.2-c: RADIUS Details Search**

- (d) **Customers:** Allows operators to search for customers across multiple databases using a name, invoicing ID, customer ID or nickname. Clicking on the blue arrow next to the customer will take you to the customer account in the correct instance. See Fig. 3.2-d.

### Search:

Search Type: Customers

Customer Status: current

Status Change Date From: [Calendar Icon]

Status Change Date To: [Calendar Icon]

Search: John Doe

[View List / Search](#)

#### Customers Search Results (1..7 / 7)

Instance	CustomerID	Name	Nickname	InvoicingID	Status	Email
test: test instance	10933	John Doe	te1johdoe	te1johdoe	current	pawel@azotel.c
test: test instance	10934	John Doe	te1johdoe1	te1johdoe1	current	pawel@azotel.c
test: test instance	10935	John Doe	te1johdoe2	te1johdoe2	current	pawel@azotel.c
test: test instance	10936	John Doe	te1johdoe3	te1johdoe3	current	pawel@azotel.c

Fig. 3.2-d: Customer Search

- (e) **Equipment:** Allows operators to search across different databases by equipment. The equipment might be assigned to a customer as a CPE, or in stock. See Fig. 3.2-e.

### Search:

Search Type: Equipment

Search: [Input Field]

[View List / Search](#)

#### Operator Instances Available:

Server	Instance	Search
demo.azotel.com	emma: Emma Instance	<input checked="" type="checkbox"/>
demo.azotel.com	test: test instance	<input checked="" type="checkbox"/>

#### Equipment Search Results (1..20 / 940)

Instance	Equipment ID	Equipment Nickname	IP	MAC	Status	Customer Name	Customer Nickname	Site
emma: Emma Instance	1	MIKROTIK1	84.203.220.37		use			Azotel HQ
emma: Emma Instance	2	SM1	10.156.104.2		use	Demo WIB Customer	wibcustomer	

Fig. 3.2-e: Equipment Search

- (f) **Invoices:** Allows operators to search for invoices across multiple databases using customer identifiers or invoice numbers. See Fig. 3.2-f

Search	Stats	Neth	Installer	Sales	Users	Logout
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**Search:**

Search Type: Invoices

Search: 1234

[View List / Search](#)

**Invoices Search Results (1..20 / 48)**

Instance	Invoice No	Invoice Date	Payment Status	Customer InvoicingID	Phone
emma: Emma Instance	4	2012-09-07	paid	ac1demhot	0212348100
test: test instance	11234	2011-04-28	paid	SusanCusick	031 226 87 76

Fig. 3.2-f: Invoice Search

- (g) **Maintenance:** Allows operators to search for maintenance tickets across multiple databases using customer identifiers or ticket numbers. See Fig. 3.2-g.

**Search:**

Search Type: Maintenance

Date Reported From:

Date Reported To:

Priority:

Status: open

Type:

Search:

[View List / Search](#)

**Maintenance Search Results (1..20 / 116)**

Instance	Issue No	Date Reported	Title	Status	Priority	Cus
emma: Emma Instance	3	2014-11-27	TEST ONLY	open	3	Test
emma: Emma Instance	4	2014-11-27	test	open	3	Test
emma: Emma Instance	5	2014-11-27	test	open	3	Test
emma: Emma Instance	6	2014-11-27	TEST ONLY	open	3	Test

Fig. 3.2-g: Maintenance Search

- (h) **Migrate Customer:** Allows operators to migrate customer records from one instance to another. This process is to be used with care, if the customer traffic shaping was done through SIMPLer, as the customer will need to have new network details assigned manually in his new instance (WIB, IP address, etc). See Fig. 3.2-h.

**Search:**

Search Type: Migrate Customer

Search: emma

View List / Search

**Migrate Search Results (1..8 / 8)**

Instance	CustomerID	Nickname	Invoicing ID	Status	Name	Address
emma	29	09876	09876	installed	Emma Test	
test	10833	Curry786	EmmaCurry	post	Emma Curry	Bahnhofstrasse 135, , Gossau, , 9201
emma	10916	EmmaTest1	EmmaTest1	post	Emma Test	River House, , Cork, Cork
test	10919	EmmaSadleir	EmmaSadleir	current	Emma Sadleir	River House, Blackpool Retail Park, Cork, Cork, Cork, Alabama

Fig. 3.2-h: Migrate Customer

- (i) **Sales:** Allows operators to search across multiple instances for sales opportunities that have been created. See Fig. 3.2-i.

**Search:**

Search Type: Sales

Search:

View List / Search

**Operator Instances Available:**

Server	Instance	Search
demo.azotel.com	emma: Emma Instance	<input checked="" type="checkbox"/>
demo.azotel.com	test: test instance	<input checked="" type="checkbox"/>

**Sales Search Results (1..4 / 4)**

Instance	Issue No	Date Reported	Title	Status	State	Priority	Customer Name	Customer Nickname	Description
test: test instance 1	1	2015-03-19	100 Mbps Dedicated Circuit - Unlimited	open	003_IG	3	scott aldering	LANET000000038	Scott is asking to upgrade to a 100 Mbps dedicated circuit.
test: test instance 2	2	2015-04-16		open	001_Target_L1	3	Doris Sisson	Sisson401	test
test: test instance 3	3	2015-04-16		open	001_Target_L1	3	Kim Test	KimTest1	test
test: test instance 4	4	2015-07-27	test	open	001_Target_L1	3	Emma EUP	EmmaEUP	test

Fig. 3.2-i: Sales Opportunities

- (j) **Sales Force:** This option has been decommissioned.

## 4. Master Portal Statistics

This section will describe the main functions available from the Master Portal Statistics (stats) tab.

### 4.1. Statistics Tab: Overview

The statistics tab in the SIMPLer master portal shows a breakdown of figures per instance, and also a total across the various instances for the following:

- (a) **Monthly Revenue:** Shows monthly revenue by customer type (i.e business, residential). See fig. 4.1-a.

Monthly Revenue			
	test: test instance	emma: Emma Instance	Total
total	1,822,346.96	1,200.00	1,823,546.96
gov	89.99	0.00	89.99
competitor	0.00	0.00	0
other	0		
supplier	0.00	0.00	0
business	360,170.00	0.00	360,170
home	1,442,036.97	1,200.00	1,443,236.97
reseller	0.00	0.00	0
partner	20,050.00	0.00	20,050

Fig. 4.1-a: Monthly Revenue

- (b) **Other Statistics:** Shows number of sites, number of customer waiting for install, number of cancellation requests and average revenue per user. See fig. 4.1-b.

Other Statistics			
	test: test instance	emma: Emma Instance	Total
sites	27	1	28
waiting for install	53	11	64
cancellation requests	0	0	0
average revenue per user	13,205.41	120.00	12,321.26

Fig. 4.1-b: Other Statistics

- (c) **Active Subscribers:** Shows active (current) subscribers by customer type. See fig. 4.1-c.

<b>Active Subscribers</b>			
	<b>test: test instance</b>	<b>emma: Emma Instance</b>	<b>Total</b>
total	138	10	148
gov	1	0	1
competitor	0	0	0
other	10	2	12
supplier	0	0	0
business	22	0	22
home	103	8	111
reseller	0	0	0
partner	2	0	2

**Fig. 4.1-c: Active Subscribers**

## 5. Master Portal: Network Health

This section will describe the main functions available from the Master Portal Network Health (Neth) tab. The Network Health tab in the SIMPLer Master Portal shows a breakdown of network health information, in both map and text form.

### 5.1. Neth Tab: Links to Individual Instances

On the Neth tab, you will find a link to the following information for each instance, as shown in Fig. 5.1-1:

- (a) **Log:** The Log button will pull up the network monitoring page for only the WISP selected. An example is shown in Fig. 5.1-2.
- (b) **Map:** The map button will pull up the map tab for the instance selected. It will show details of sites failing. See Fig. 5.1-3.

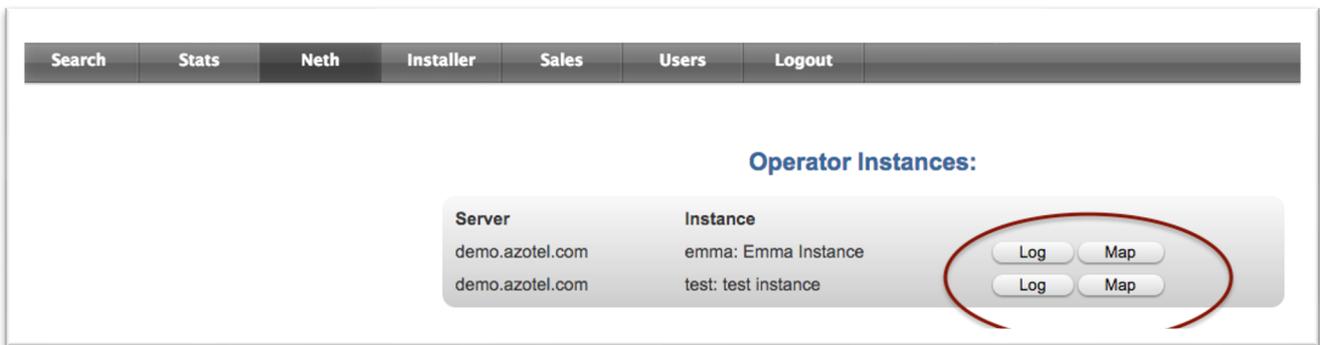


Fig. 5.1-1: Log / Map Buttons

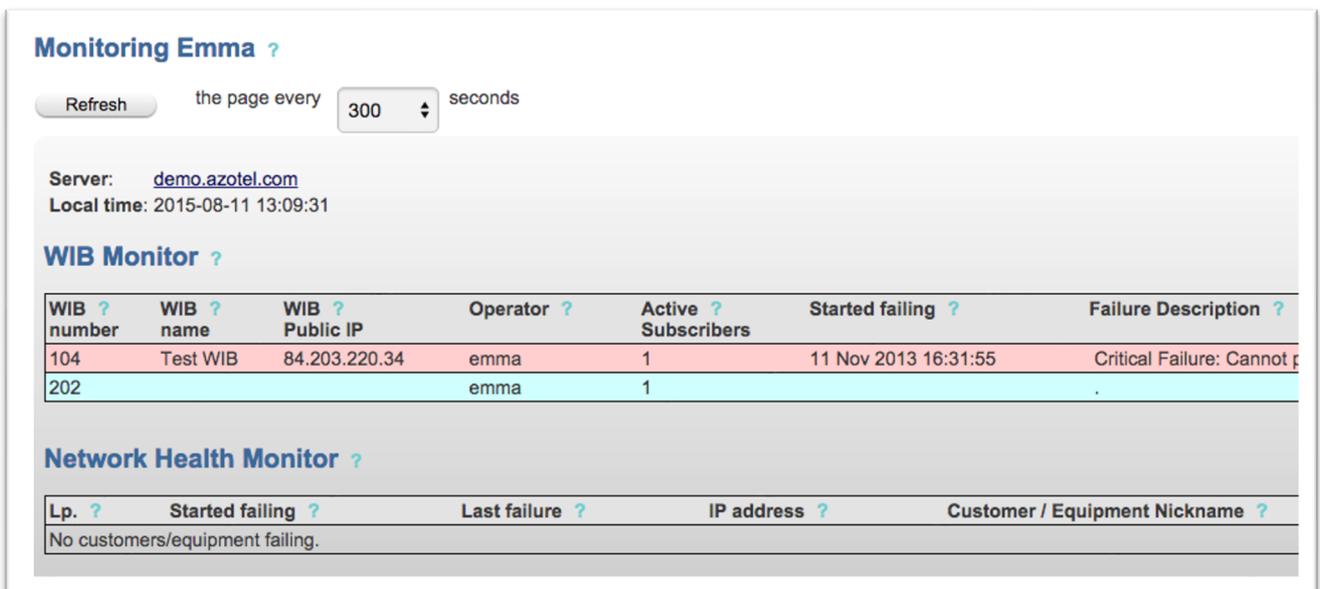


Fig. 5.1-2: Log Example

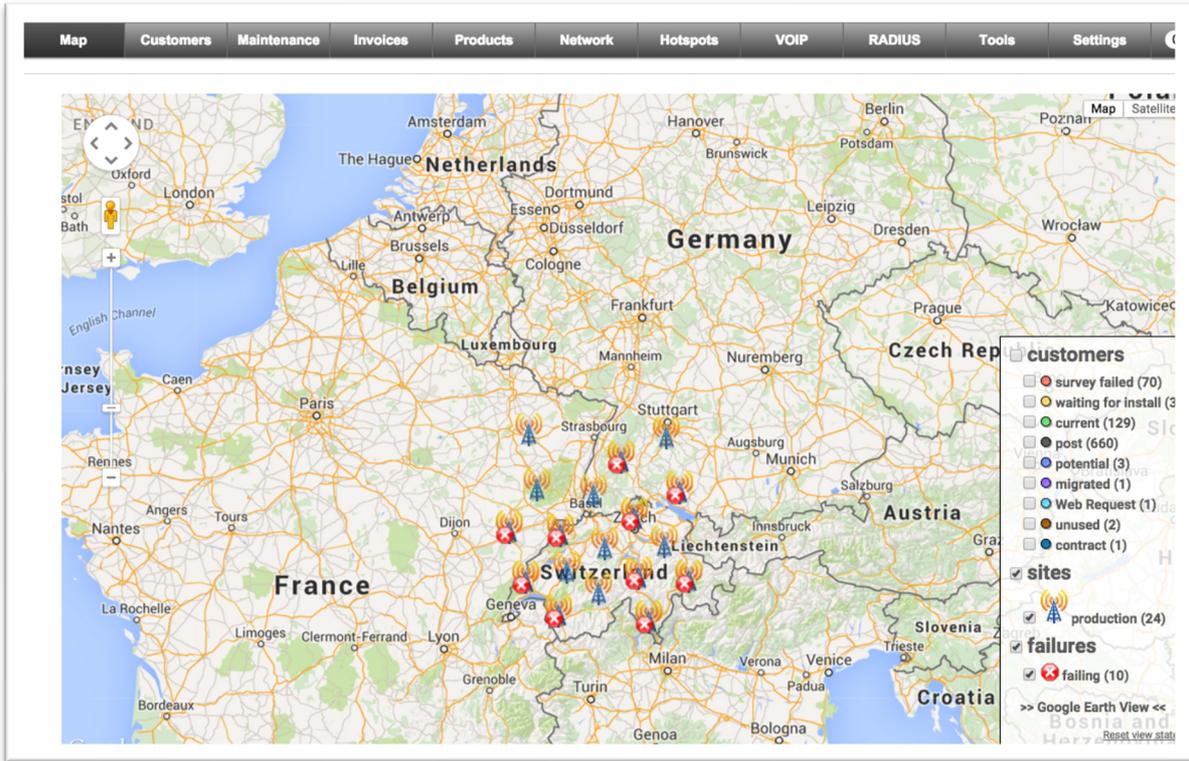


Fig. 5.1-3: Map Example

## 5.2. Neth Tab: Global Neth Information

Operators can also view a section on the Neth tab, that is showing a map of global failures, across the instances, and a log showing failing devices across all instances. See Fig. 5.1-1.

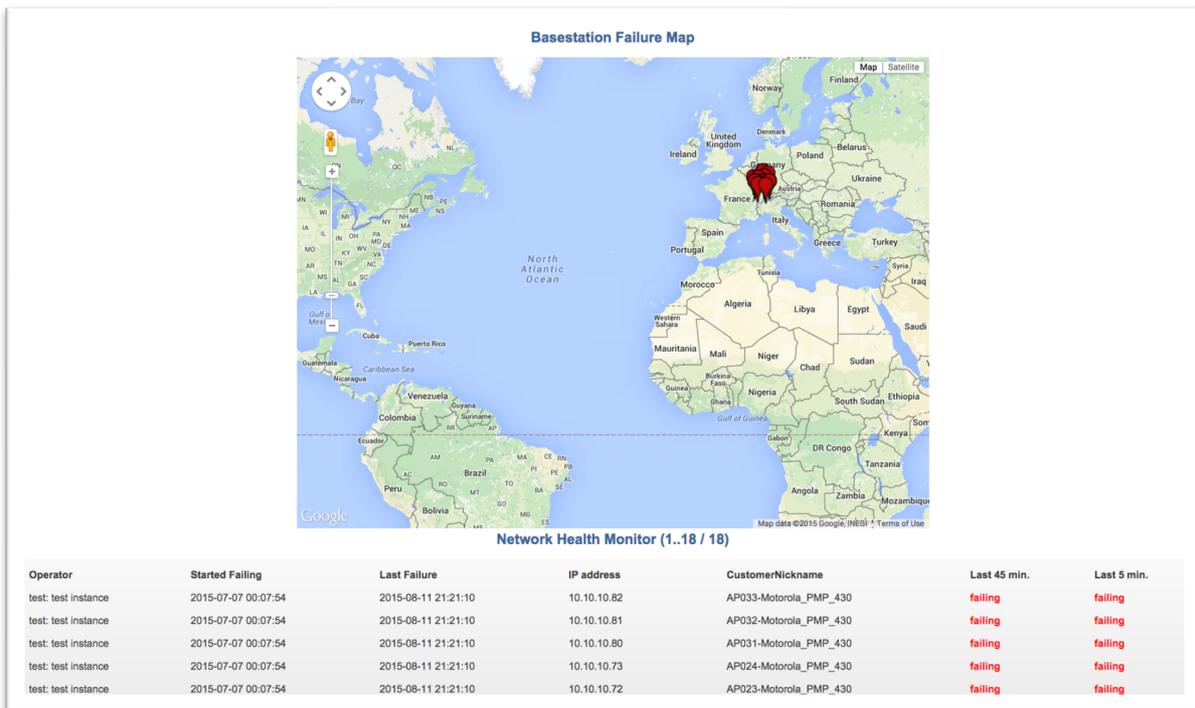


Fig. 5.2-1: Global Neth Information

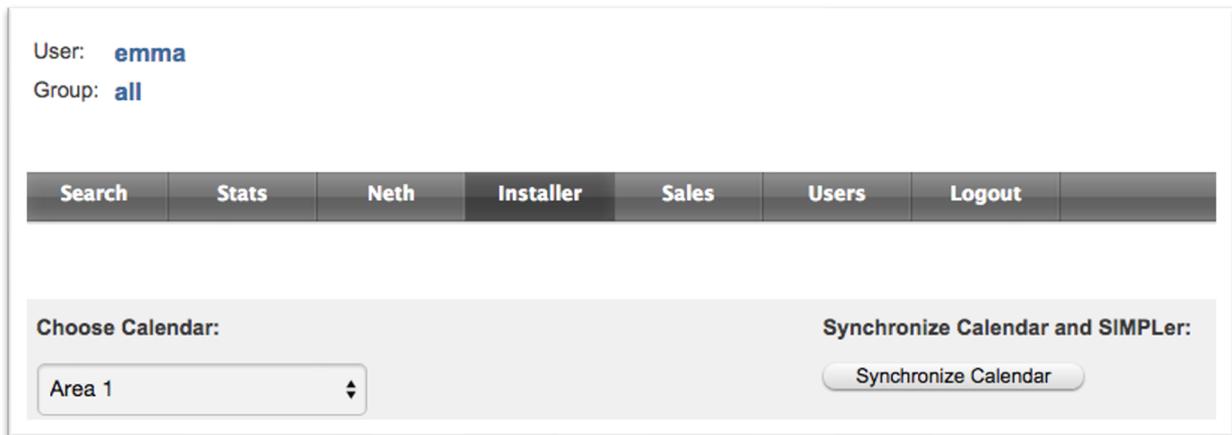
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## 6. Master Portal: Installers

This section will describe the main functions available from the Master Portal Installers tab.

### 6.1. Installers Tab: Calendars

The main function of the installers tab is to see and synchronize any calendars you might have on file for the various instances. See Fig. 6.1-1.



**Fig. 6.1-1: Installers – Calendar**

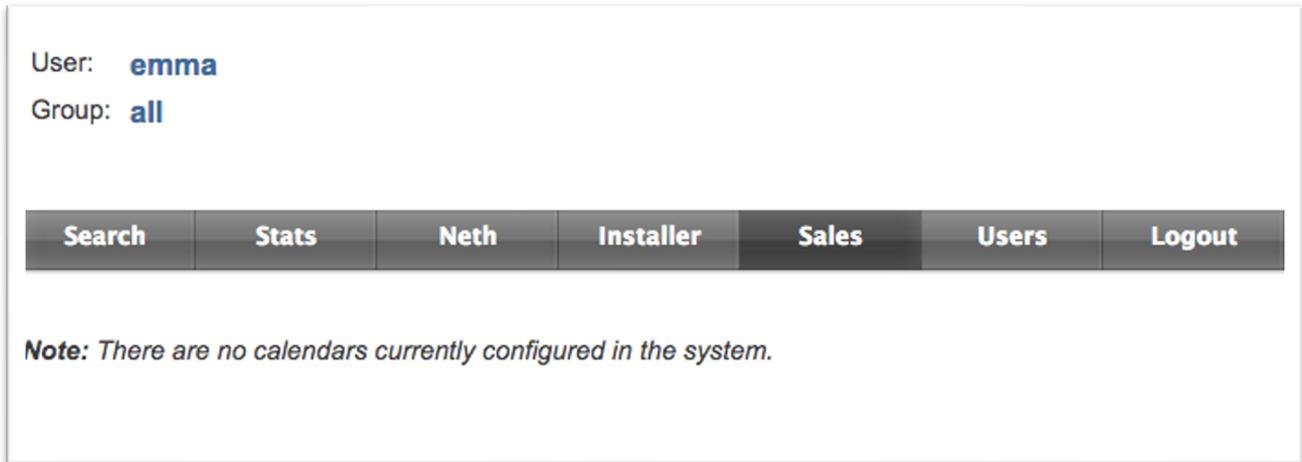
---

## 7. Master Portal: Sales

This section will describe the main functions available from the Master Portal Sales tab.

### 7.1. Sales Tab: Calendars

The main function of the sales tab is to see any sales calendars you might have on file for the various instances. See Fig. 7.1-1.



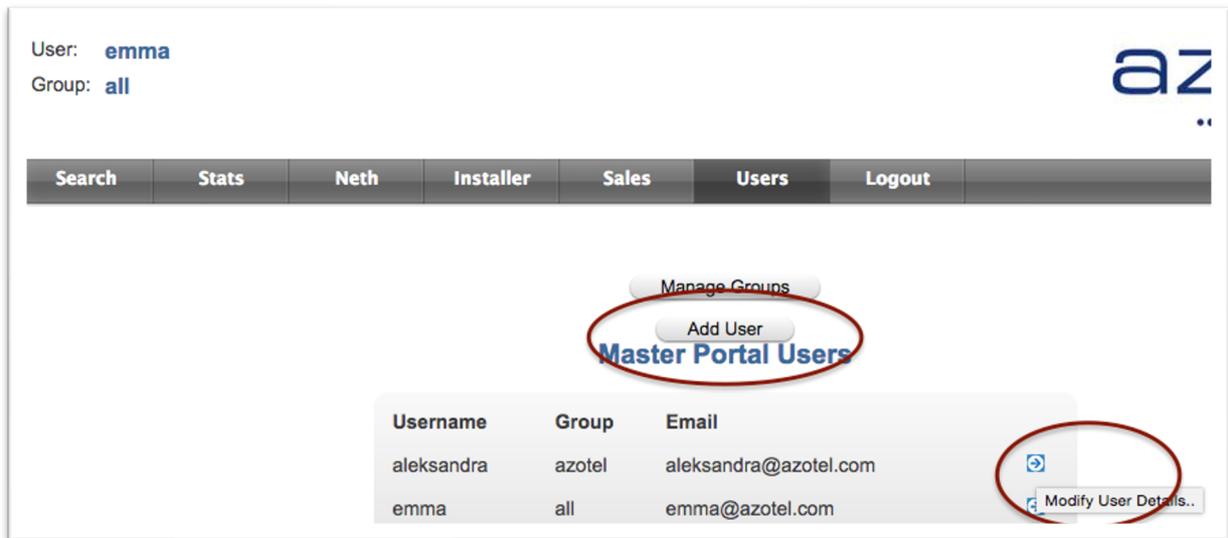
**Fig. 7.1-1: Sales – Calendar**

## 8. Master Portal: Users

This section will describe the main functions available from the Master Portal Users tab.

### 8.1. Users Tab: Add / Modify Users

By clicking on the Users Tab you will land on a page showing all users currently in the master portal under your group. If you have the rights to modify any of the users you can do so by clicking on the blue arrow beside their user account as shown in Fig. 8.1-1. Once on the user's page you can update rights or other details and click "update" to register any changes.

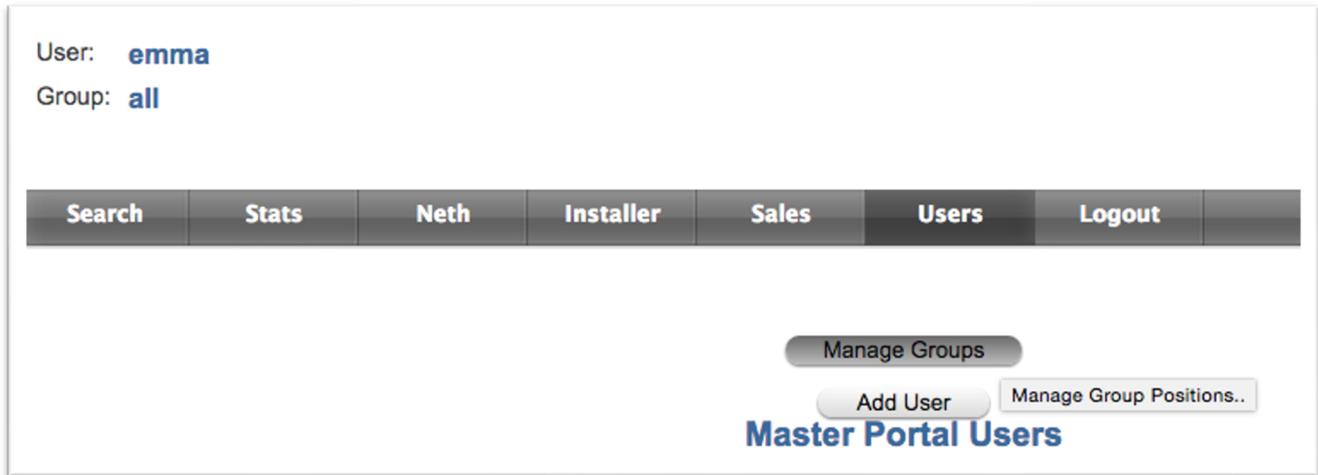


**Fig. 8.1-1: Master Portal – Users**

To add a new user, simply click the Add User Button shown in Fig. 7.1-1 and proceed with the instructions outlined in section 2.2, earlier in this document.

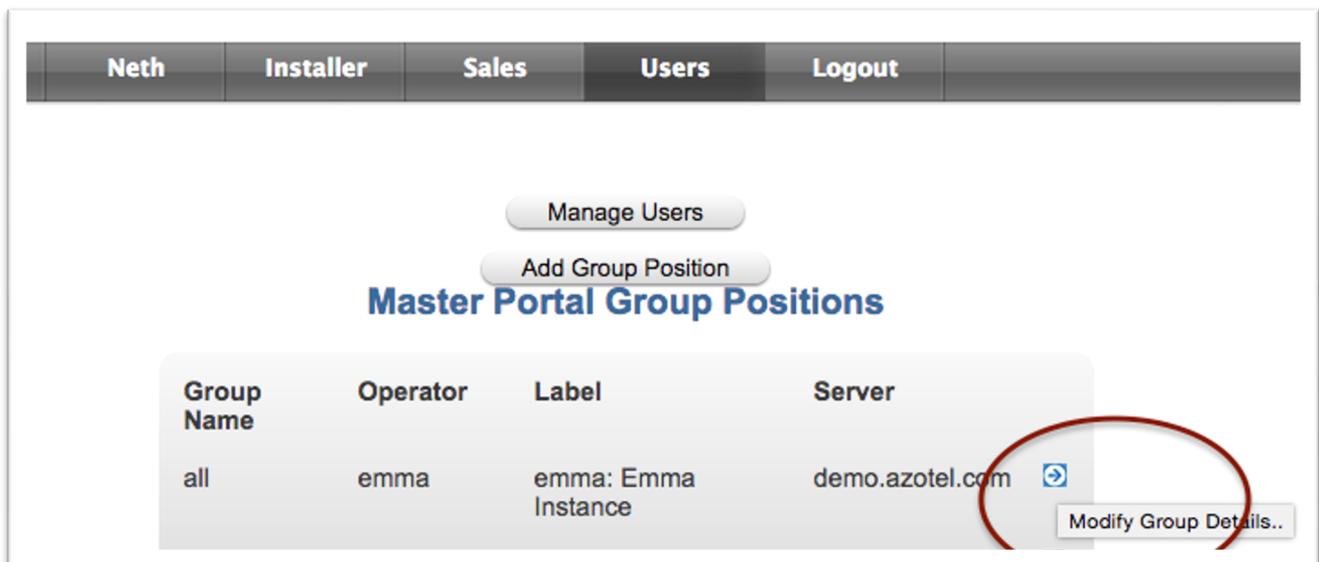
### 8.2. Users Tab: Manage Groups

The second function available on the Master Portal is the "Manage Groups" function. Once on the Users tab click on the "manage groups" button as shown in Fig. 8.2-1.



**Fig. 8.2-1: Users – Manage Groups**

To modify an existing group, simply click on the blue arrow beside the group name as shown in Fig. 8.2-2.



**Fig. 8.2-2: Users – Manage Groups – modify group**

From here you will have the option to:

- Delete the group by clicking on the Delete button in Fig. 8.2-3.
- Re-name the “label” field and click update, as per Fig. 8.2-3.

**Modify Master Portal Group Position**

Group Name: all

Operator: emma

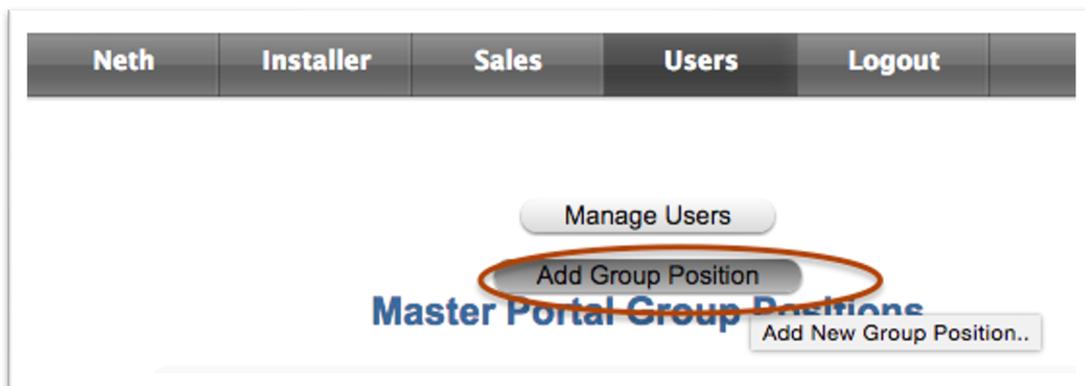
Label: Emma Instance

Server: demo.azotel.com

Buttons: Back, Delete, Reset, Update

**Fig. 8.2-3: Modify / Delete Group**

To add a NEW group, click on the “Add Group Position” button as shown in Fig. 8.2-4.



**Fig. 8.2-4: Add Group Position**

At this point you may proceed to add the following information:

- Group Name:** The name of the group of instances. For example if you are grouping the instances by region, in order to grant access to UK users only to the UK instances, you would name it appropriately (i.e. EWC\_UK)
- Operator:** Must match the exact WISP ID used in your instance, and should be lower case.
- Label:** Usually the WISP ID is short (i.e. ewc) and operators might wish to elaborate on the full company name, so they could enter some free text here, such as Emma WISP Communications.
- Server:** the server name of the instance you are using (i.e. the URL you use to log in to the instance).

User: **emma**  
Group: **all**

**Search** **Stats** **Neth** **Installer** **Sales** **Users** **Logout**

### Add Master Portal Group Position

**Group Name**

**Operator**

**Label**

**Server**

**Fig. 8.2-5: Add Group Position Details**

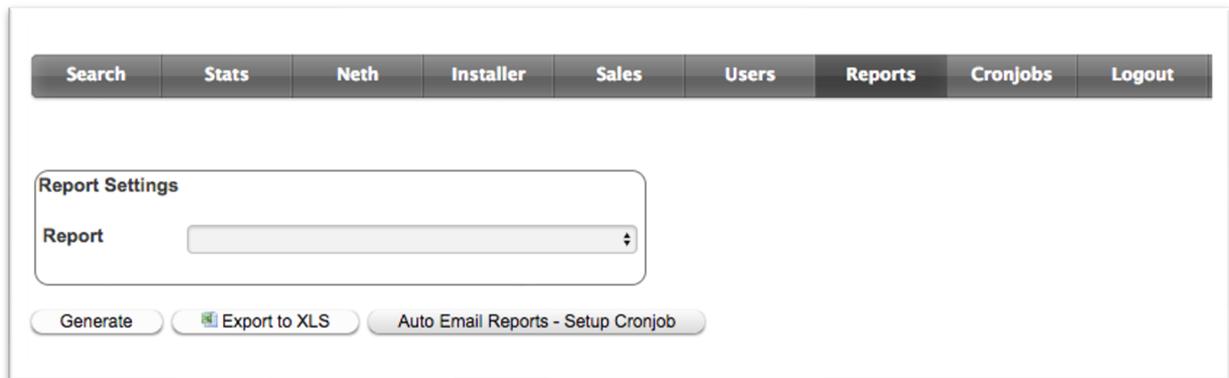
Once all information has been added you can click “add” to add the group. Proceed with adding further instances to the group by repeating the process exactly for the next instance. Assign specific users to appropriate groups as described in section 2.2.

## 9. Master Portal: Reports

This section will describe the main functions available from the Master Portal Reports tab.

### 9.1. Reports Tab

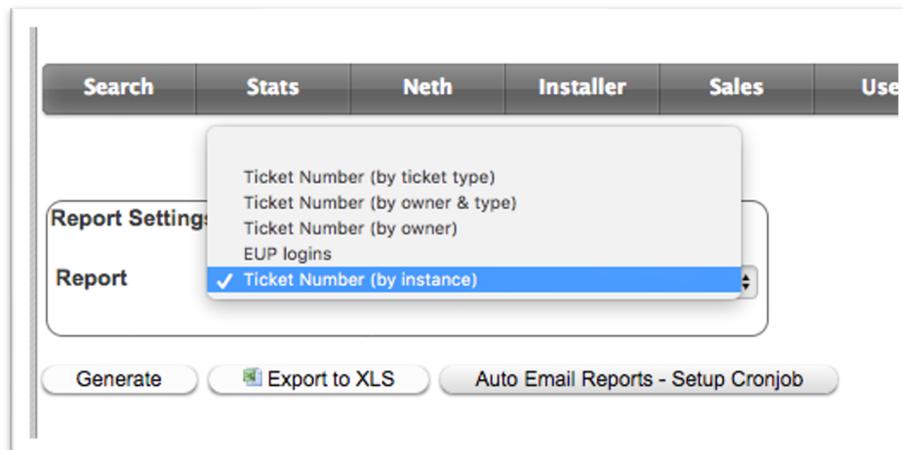
A number of reports have been requested by Master Portal users and these have been captured under the reports tab so that all users can have access if desired.



**Fig. 9.1-1: Master Portal – Reports**

The reports can be accessed by using the “report” drop down menu. Select the report you would like to view and choose to click on any of the below mentioned buttons:

- **Generate:** generates the report so that the operator can view it on the screen.
- **Export to XLS:** generates the report in XLS format.
- **Auto Email Reports – Setup Cronjob:** allows operators to schedule the report to arrive in XLS format to an email or emails of their choice on days of their choice.



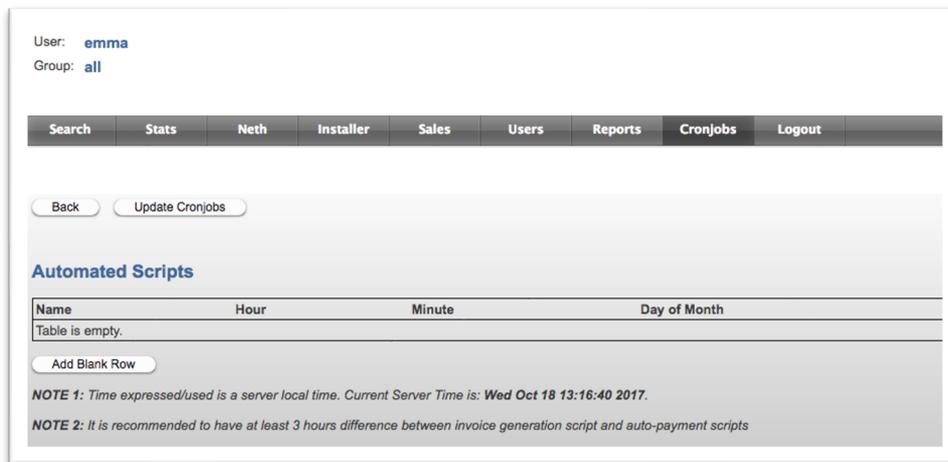
**Fig. 9.1-2: Master Portal – Report Types**

## 10. Master Portal: Cronjobs

This section will describe the main functions available from the Master Portal Cronjobs tab.

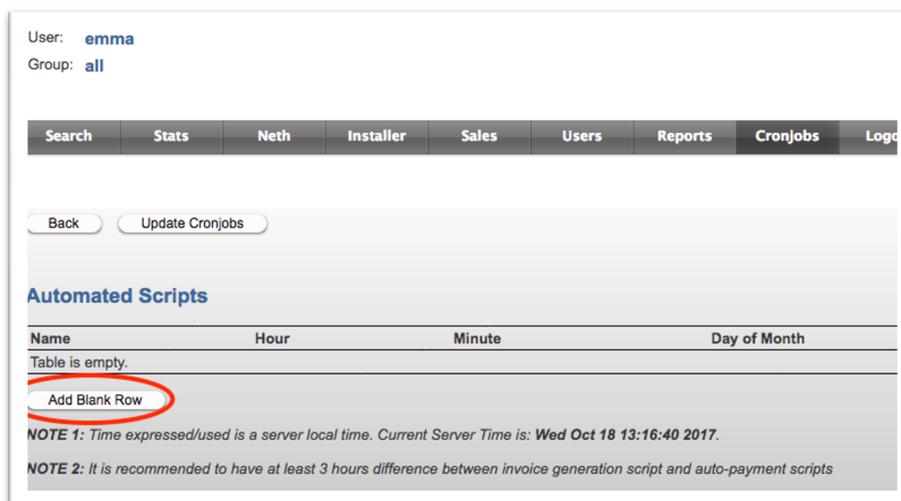
### 10.1. Cronjobs Tab

A number of reports have been requested by Master Portal users and these have been captured under the reports tab so that all users can have access if desired. These reports can also be scheduled to arrive to specified email addresses on certain days and times, using the Cronjobs tab.



**Fig. 10.1-1: Master Portal – Cronjobs**

To add a new entry to the Cronjobs table please click “add blank row”.



**Fig. 10.1-2: Master Portal – Cronjobs: Add Blank Row**

Next, the script called “Auto Email Reports” will appear in the left hand side of the table.

In the hour and minute columns, select the time the report should run. “1” “0” would mean 1am and “13” “0” would mean 1pm for example.

Choose the day of month for the script to run. Every day would be entered as “Every day”: to “Every day”. Whereas only the 1<sup>st</sup> of the month would be entered as “1” to “1”. The 1<sup>st</sup> to the 3<sup>rd</sup> would be entered as “1” to “3”.

In the “month” and “weekday” columns please select the month and weekdays this report should run. Usually these are left with “all” to “all” but some operators may wish to run a report “Monday” to “Friday”, or “Wednesday” to “Wednesday”.

From the right hand side of the table you must select the exact report you would like to schedule from the drop-down beside “select report”, and enter the email address the report should go to under “Email Address”. Separate multiple email addresses with a comma only.

Name	Hour	Minute	Day of Month	Month	Weekday	Optional
Auto Email Reports	1	0	From: Every day To: Every day	From: All To: All	From: Monday To: Friday	Select Report: Ticket Number (by owner) Email Address: emma@azotel.com

**Fig. 10.1-3: Master Portal – Cronjobs: Schedule Script**

Click “Update Cronjobs” to register the script change.

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## Annex A: References

### A.1 Document References

### A.2 Link References

- [L1]            <http://www.azotel.com/>  
Azotel homepage.
  
- [L2]            <https://<servername>.azotel.com/>  
Access to SIMPLer system.

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## Annex B: Definitions and abbreviations

### B.1 Definitions

### B.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

**SIMPLer** Azotel's integrated Operators platform

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## Annex C: Change history

<b>Change history</b>				
<b>Date</b>	<b>Author(s)</b>	<b>Subject/Comment</b>	<b>Old</b>	<b>New</b>
10-Aug-15	Emma	Original	n/a	001
13-Aug-15	Emma	Reviewed	001	002
06-Oct-15	Emma	Corrected Formatting/Numbering	002	003
18-Oct-17	Emma	Reviewed Doc and updated with recent feature enhancements	003	004