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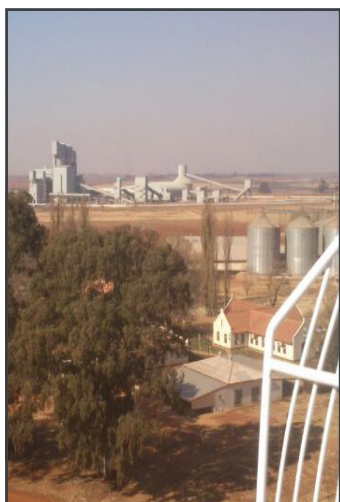# Azotel makes business SIMPLer for *CTECG* in rural South Africa

"We can recommend SIMPLer to any WISP - it is an amazing system which allowed us to use the time available much more effectively, to grow the business. We can now focus on our customers instead of on our systems. Azotel's SIMPLer really made our lives simpler – gave us control to focus on our customers and on growing the business."
Annelise Janse van Rensburg, CTECG
www.ctecg.co.za

Overview

CTECG is a Wireless Internet Service Provider located in Groblersdal, part of the Sekhukhune District in the Limpopo Province of South Africa. The Sekhukhune District is a rural area, with the main activities in the area being citrus and table grape farming and exporting as well as mining activity.

The customers in this area do not have as many options for Internet connectivity as in the larger cities, and in many cases, the connectivity provided by CTECG is the only solution available and used also for web-based fax services and VoIP.

CTECG strives to provide bandwidth on par with, and even exceeding, what is available in the cities in South Africa despite many challenges. We also distinct ourselves by providing a superior customer experience, supporting all Internet related requirements.

Challenge

To focus on the end user / customer whilst keeping track of installers, equipment, subscriptions on a daily basis and running the monthly invoicing and debit order runs. We needed to keep track of customers in need of service, new installations, stock, IP addresses, network maintenance. We were using spreadsheets and these became inconsistent over time, not to mention the security risks involved by losing data.

Solution

A single system, easy and intuitive to operate, providing different levels of access. SIMPLer gives us consistent and up to date information, even on a mobile devices "on the go".

The system gave us a single interface to operate from making the necessary information available to the right person at the right time.

There is not a single aspect in our business not being supported by SIMPLer and every single aspect has benefitted. Even our monthly reports to the regulatory authority, have become effortless as it is so easy for us to obtain the statistics needed.

CLIENT PROFILE

Company
Mzanzi Lisetta Media & Printing CC t/a CTECG

Location
Groblersdal
Sekhukhune District Municipality,
Limpopo Province,
South Africa

End User
Business Users
Farming
Residential Users
Schools

Challenge
To provide Internet connectivity to the communities in the Sekhukhune District, on par, and even exceeding, the options available in the urban areas, whilst keeping exact records of data usage and automating general administration.

Product Deployed
Azotel's SIMPLer, fully integrated management platform with Usage Based Billing and Auto Disconnect / Reconnect. Implemented July 2013

Current Status
2014: *"We cannot imagine our business without SIMPLer!"*

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SIMPLer

Azotel makes business **SIMPLer**

About Azotel

Azotel Technologies is a global company that provides subscriber management, billing, business automation and core network solutions to local broadband and cable television operators all over the world. Azotel's SIMPLer™ platform offers proven, integrated customer, network management and operational support systems (OSS) that help customers improve business operations, services and profitability. Headquartered in Ireland, Azotel has regional offices in the United States, Canada and continental Europe and operators on three continents.

SIMPLer Features

- CRM platform for your CSRs
- Dispatch Scheduling with Google integration
- Automated Work Order generation
- Automated Provisioning
- Complete Debtors Ledger
- Automated Billing, Collections, Exceptions
- End User Portal - integrated
- Trouble Ticketing - integrated
- Network Health Monitoring and Alarms
- IP Accounting and Statistics
- Core Network options with WIB-C and HIB-C
- Virus Detection and Reporting
- 24/7 Emergency Support and Expert Advice
- NOC outsourced option
- Helpdesk outsourced option

Realtime Subscriber Information and Diagnostics

www.azotel.com

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