

Azotel makes business SIMPLer for *Wessex Internet* in North Dorset, U.K.



"Azotel's SIMPLer platform has become the key part to efficiently scaling the business, taking care of everything from customer records, subscription, IP address and data usage management, as well as billing and payment collections. Since we started, we have expanded our usage of the tools and features within the product, have contributed to the lively feature request programme, as well as secure a dedicated instance for greater flexibility and scalability. We are now looking to take advantage more of the APIs and direct integrations to automate more of the business operations. SIMPLer has enabled us to focus on the business rather than the tools and systems that help run it."

Matthew Skipsey, Co-founder and Technical Director
www.wessexinternet.com

Overview

Wessex Internet is an award winning rural FTTP/FWA ISP based out of Dorset, UK, founded in 2010. The core-network originates in North Dorset, and this superfast fibre & wireless Internet service coverage spans across hundreds of square miles across Dorset, South West Wiltshire and South East Somerset. Wessex Internet won "Best Wireless" at the UK Internet Service Provider Association awards in 2016. The network currently provides superfast broadband to in excess of 120 communities.

Challenge

Wessex Internet needed an automated system that would allow us to efficiently manage service delivery to our customers in one place, while maintaining excellent service. In a rapidly growing business we needed an effective system that worked "out of the box" and incorporated global best practices in fixed wireless broadband subscriber management.

Solution

Azotel SIMPLer provided a flexible solution to allow us to scale and effectively manage our customers. The extensive APIs are now enabling applications to further automate the customer journey requiring less manual steps for staff. The development team at Azotel are very flexible and continuously invest in R&D, one example being the recent integration with GoCardless to facilitate Direct Debit payments with two-way call backs.

CLIENT PROFILE

Company
Wessex Internet

Location
North Dorset,
U.K.

End User
FTTM and FTTP for
Residential &
Business Customers

Challenge
To find a solution that
will allow Wessex
Internet to efficiently
manage our customers,
and continue to grow
our customer base,
while providing excellent
service.

Product Deployed
Azotel's SIMPLer, fully
integrated management
platform, RADIUS
Network, implemented
in 2012.



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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



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