azotel ......outside

ENABLING
BROADBAND
ANYWHERE

Monthly Newsletter - Issue: 13

August/September 2011

Azotel's SIMPLer is Growing

Azotel Technolgies would like to announce the appointment of our new Chief Operations Officer, Lawrence Mulligan.

Lawrence comes to Azotel having moved from Ireland's largest wireless internet service provider, providing high speed last mile solutions, using SIMPler as the backbone of the business.

Lawrence was the Chief Operations Manager of this Business over the past 5 years and is exceptionally familiar with SIMPLer and its ability to remove complexity from the provision of Broadband. Lawrence is in the unique position of having been on the Operators side of the business and understands the challenges and intricacies that this industry presents.

Lawrence's primary roles are to further enhance the customer experience through continued development and expansion of SIMPLer as a platform whilst expanding all aspects of our business in key strategic areas. We will continue to listen to our market and bring SIMPLer solutions to this exciting and ever changing market.

SIMPLer tools
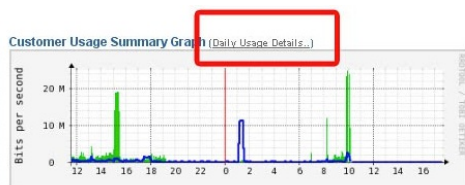
Subscriber Auto Notification and Disconnect

SIMPLer removes manual management of CAPs and Limits.

Have you sold Data-Capped or Speed-Capped products - SIMPLer can manage these by auto throttling, redirecting or suspending service without any intervention from you. Customer can be directed to their End User Portal and a Payment can be made, you can even institute auto billing as they exceed the product they have purchased.

You decide - SIMPler will manage it from there.

Customer usage Graphs

SIMPler allows Operators and Customers to browse the daily traffic records

Customer Usage Summary Graph (Daily Usage Details..)

SIMPLer integrates all aspects of your customers account into 1 SIMPLer screen

- Need to check Customer Billing - Stay on this Screen
- Need to check Subscription - Stay on this Screen
- Need to check Usage - Stay on this Screen
- Need to add a maintenance ticket- Stay on this Screen

Like us on Facebook

Join us on our upcoming tour

Johannesburg WAPA Meeting
21st - 23rd of September

click here to schedule a meeting

Las Vegas - WISPAPALOOZA
10th - 12th of October

click here to schedule a meeting

Welcome to a SIMPLer Life

In the past 2 weeks Azotel has been been deployed in Sub-Saharan Africa, The Caribbean, as well as expanded in the USA and Europe.

SIMPLer Tip

Operator can turn on periodic network scans to perform weekly audits of their customer's location on the network.

The mass email feature can be used to send out messages directed at customers on a single Site or AP to inform only those that will be affected by planned maintenance or this can be used as a great marketing tool

- Need to check billing cycles - Stay on this screen
- Create a Quick note - Stay on this screen
- Need to link to a customers End User Portal - Stay on this Screen
- Need to check a customers GPS - Stay on this Screen
- Need to check Customers Balances -Stay on this Screen
- Need to check Customer Premise Equipment - Stay on this Screen

- Attach a customer contact or e-mail - Stay on this Screen

SIMPLe as that - Stay on this screen

Featured Article
Radius - SIMPLer loves it

Greater Security -
The RADIUS client/server architecture allows all security information to be located in a single, central database. A single UNIX system running RADIUS is much easier to secure than several communications servers located throughout a network

Scalable Architecture -
RADIUS creates a single, centrally located database of users and available services, a feature particularly important for networks that include large modem banks and more than one remote communications server. With RADIUS the user information is kept in one location-the RADIUS server-which manages the authentication of the user and access to services from one location. Because any device that supports RADIUS can be a RADIUS client, a remote user will gain access to the same services from any network that is associated with the RADIUS server.

Open Protocols -
RADIUS is fully open, is distributed in source code format, and can be easily adapted to work with systems and protocols already in use. This feature saves tremendous amounts of time by allowing users to modify the RADIUS server to fit their network rather than rework their network to incorporate the PortMaster Communications Server. RADIUS can be modified for use with any security system on the market and will work with any CPE that supports the RADIUS client protocol. The RADIUS server has modifiable "stubs" which enable customers to customize it to run with any type of security technology.

SIMPLer deployed features
Click on the below links for a detailed review of our latest features

- Maintenance Ownership
- Provisioning: MIR/CIR Bandwidth Settings
- API
- Automatic Nickname Generation
- Automatic Reconnection Fee
- Automatic User Reminders
- Installer Tracking Email
- Import Non-EFT payments from CSV file
- Customer Traffic Daily Usage listing interfaces
- Assigning Inventory to Install Crews
- Custom maintenance types
- Minimum Stock Level for Install Crews.
- SAND Minimum Amount Owed
- SAND more frequent execution
- Session Disconnection (PoD) Interface
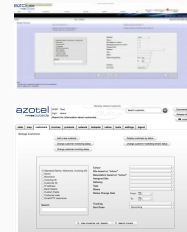- Refused Payment option with Direct Debits

SIMPLer Trick
A final option to help you clean up your data is to get the GPS details for customers that currently don't have any associated with their account.
This is a great benefit for visualising your customer layout under the *map* tab. Go to the *tools* tab and then select "Update GPS Details" from the action dropdown. Click "Submit" and SIMPLer will look at the address for the customers that don't currently have any GPS co-ordinates and use the Google Maps API to plot their location.

SIMPLer Coming Soon

SIMPler is getting a facelift, After 5 years we felt a nip and tuck may be in order.

This is the start of an eight month program that will see SIMPLer undergo a significant revamp

Phase 1 will be completed by the end of September 2011.

SIMPLer Coming Soon

Management Dashboard

Image Deleted

The Key to Successful management is knowledge, Simpler will shortly be providing you with Key Business indicators in a single interface.

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