azotel ......•• outside

ENABLING BROADBAND ANYWHERE

Monthly Newsletter - Issue: 14	September/October 2011

Azotel's SIMPLer - Africa Rising

Azotel traveled to South Africa this month to present at *Wireless Access Providers' Association of South Africa* (WAPA) General Meeting being held in the beautiful Elephant conference center in Centurion.

The meetings were a huge success and are a credit to the WAPA organization.

The truly amazing message we took out of the meeting is how many common issues are experienced by operators all over the world. This meeting could have been anywhere in the world, the issues are very similar:

Billing
Usage Profiling
Stock Control
End User Portals
Ticketing
Tracking Customers from database to database
Site Management

SIMPLer was openly welcomed by the members of WAPA and it is commonly accepted that a single integrated solution is an absolute must for any operator who wishes to deliver high levels of customer satisfaction and drive up profits
SIMPLer's 360 solution handles customer relations management, network monitoring, inventory control, equipment provisioning, and accounting, so you don't have to.

SIMPLer Updates

Simply SIMPLer
Over the past 4 weeks we have rolled out massive changes to SIMPLer's interface, and by the end of the month SIMPLer will look and feel like a entirely new product.

These enhancements have been well received and we have delivered a highly professional, crisp and clean look to SIMPLer.

Whilst it may looks different, you can continue to trust SIMPLer to make your life far less complicated.

Dashboard for Key Business Metrics

It has never been SIMPLer to get business Stats - One click

Like us on Facebook

Join us on our upcoming tour

Las Vegas - WISPAPALOOZA
10th - 12th of October

Azotel Training Day
13th of October

Click here to reserve a training day spot

FULLY BOOKED

Miami - Wireless without Limits
7th - 11th of November

click here to schedule a meeting

Welcome to a SIMPLer Life

In the past 4 weeks Azotel has been deployed in South Africa, Spain and Scotland, as well as expanded in the USA and Europe.

Do you need to know what your Average Revenue per Subscriber is ?
Do you need to see what your growth in sales over the past 12 months ?
How many tickets are live in your network ?
How many tickets were closed in the past 24 hours ?
How many customer are waiting for installation ?
How many customer connected to your service in the past 24 months ?

Click Dashboard on the toolbar to find out

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

SIMPLer as that - Stay on one screen

Featured Article

Billing focused - SIMPLer loves it

When you talk about small companies, not only do you have to look at the amount of employees but the amounts of hats each employee wears as well. In my experience, the billing process inside companies is one of the most neglected areas. The reason that I say this is because it's not just the billing, but everything else that goes with it that is time consuming. Trying to make sure that the bills go out on time, making sure the lack of payment received notices are sent, and taking care of collections is a full-time job in itself that is normally given to an employee that has many other jobs to do within the company. That is a huge mistake. Not many companies have the ability to have an employee dedicated to this. SIMPler, when set up correctly, can handle all of that as well as throttling customers to get their attention when they have not responded to our notices and does it all automatically. We have saved $1000's of dollars in bad revenue ever since we switched to the SIMPler system and now that our customers are trained on the notifications, the amount of disconnects that we have each month has dropped significantly as well.

 Kenneth Amormino

Director of Call Center Operations
GAW High-Speed Internet
72 Shaker Rd.
Enfield, CT 06082

SIMPLer Distribution network

Azotel is represented in South Africa by Multisource

Multisource is a single point wireless solutions provider. One single contact point for any number of solutions designed and deployed to match your specialised need. Multisource have a continent wide network and have been in the communications industry for over 35 years and are noted for their

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SIMPLer Tip

You can group "sites" by type. This will help with inventory control as you can have "warehouse" and "installer" sites in addition to the traditional "network" sites.

Inventory can quickly be moved between sites or assigned to install teams to keep a better handle on where all your equipment is located. Another feature will also allow you to keep track of when your inventory falls below a set level.
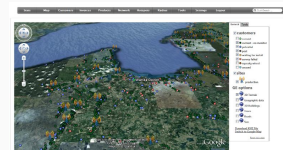
SIMPLer Trick
Moving inventory between sites and loading inventory into SIMPLer has been simplified.

An import module is available to let you import equipment in bulk from a CSV file. So when you receive an order of equipment simply go to Settings->Import Data and select Equipment interface.

Include an "Assign to Site" in the CSV to not only import the new equipment but also assign it directly to a warehouse.

SIMPLer Coming Soon

A complete and detailed review of our mapping tool. You will be able to map, plot and deploy way before you leave your desk

Show your entire live network and customers by status and type

SIMPLer Coming Soon

Reports

Standard Reports are being developed so that at the click of a button you can see the return on a AP or a Base Station, or see which town or city has a change in trend.
If SIMPLer knows it, we will show it

reliability and expertise.

If you wish to contact Multisource you can find them at by clicking HERE

multisource
Your Single Wireless Connection. A touch of Genius.

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

- 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
- Default Customer Note
- Minimum Stock Level for Install Crews.
- New SAND options: 'Carry Over unused top ups to next month' & 'Prorate initial month usage flag'
- SAND Minimum Amount Owed
- SAND more frequent execution
- Session Disconnection (PoD) Interface

Solutions4ebiz

Azotel's key Distribution Partner

Solutions4ebiz is a technology company in Indianapolis that offers you a variety of customized software applications, hardware and related services to meet your business needs:

Click Here for more info

http://www.solutions4ebiz.com