



Monthly Newsletter - Issue: 13

January 2012

Azotel - Developing a SIMPLer Solution

Wow, what a year! 2011 saw growth in excess of 32% for Azotel, global expansion with 1000's of new SIMPLer users, a total overhaul of the user interface and the development of over 30 new key features.

Its been a busy time for all of us and we are just getting started.

Azotel now has a reach clear across the globe and is now embraced on 5 continents in 23 countries and most of this has been achieved by word of mouth referral. We thank our operators for this and take it as a significant compliment.

Azotel continues to place a strong emphasis on the delivery of turnkey solutions and the further development of enhanced features for the delivery of a fully integrated solution. We have listened to our customers requirements and have responded with meaningful enhancements and developments. SIMPLer has matured significantly in a short period of time and now more than ever, offers a complete robust solution for operators of ALL sizes.

2012 will continue in this manner with Azotel expanding and developing aggressively, this will result in more meaningful change for existing operators and a ever expanding list of new clients.

Id like to take a moment to thank all our clients and agents for there support and guidance.

We look forward to 2012 which we believe will be a banner year.

Regards

Lawrence Mulligan

Big Hit Release

Azotel has been working on development of a significant new feature that allows you to Map not only your network coverage based on Pathloss and Field Strength, but allows you to layer your customer base ontop of your coverage so you can see at a glance each customers relationship to the network.

Key features are

- **Pathloss**
- **Signal Strength**
- **Directional Antenna Coverage**
- **Network Structure**
- **Customer Overlay**
- **Potential Customer Overlay**
- **Visiable network alerts**

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Join us on our upcoming tour

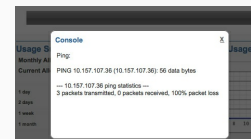
**Salt Lake City - Utah
Animal Farm January
31st 2012**

**Deli, India
January 22nd 2012**

**Florida
ISP America
March 26th 2012**

Real Time Graphs

you can now see real time power level, RSSI and Jitter graphs



Live traffic graphs available within weeks

Clicks saved - Making it easier to support and diagnose

Base Station equipment is now polled to retrieve Frequency settings and SSID to ensure your Database is 100% accurate at all times

Click [here](#) to ask us how

English is not always English

do you want to make sure your SIMPLer is in your language. Azotel has a extensive American dictionary that allows operators to view SIMPLer with terms and expressions more familiar to American.

Azotel has also expanded its Spanish Dictionary and is in the process of developing 4 new language dictionaries.

SIMPLer Trick

Create Billing Issue
Even though most

- FULLY INTEGRATED INTO THE SYSTEM DATABASE

Benefits:

- Pre-qualify subscribers before you send a tech
- Quickly see where a new tower location may benefit you
- Track Potential, Decommissioned, Production and Canceled sites
- Interact on the map with your customers and sites
- Quickly click through to customer and site information
- Visualize your network in action
- Network Diagram

This feature also pulls live frequency and SSID data from you AP's to use in your database and the mapping tools

[Click here to get access to this new tool](#)

SIMPLer Wiki - release next week

Azotel knows how critical it is to have access to release notes, feature releases and a quick reference to solve how to questions.

We will be releasing our online wiki next week which will allow you to search for solutions in the most efficient way.

Along with this our Forum will shortly launched and we will be in contact with all operators allowing them to communicate and share experiences in the SIMPLer community

SIMPLer driving efficiencies at every level

SIMPLer deployed features

[Click on the below links for a detailed review of our latest features](#)

[Google Earth - Coverage Checker Implementation](#)

[SIMPLer: Sales Tracking Guide](#)

[Billing: Credit Card Auto - Payment Attempts](#)

[SIMPLer: User Rights templates](#)

[SIMPLer: Ping tool](#)

[SIMPLer: Consolidate Subscriptions](#)

[End User Portal: Support Tab](#)

[End User Portal: Bandwidth Purchase - Tie to product add-on](#)

[SIMPLer: Session Disconnection \(PoD\) Interface](#)

[SIMPLer: SAND more frequent execution](#)

[SIMPLer: SAND Minimum Amount Owed](#)

[SIMPLer: New SAND options: 'Carry Over unused top ups to next month' & 'Prorate initial month usage flag'](#)

Even though most customers will have an email address some messages may go unnoticed. With the Invoice Base SAND system running you have the option to [create Billing Issues](#) that a staff member can go through to try alternate means of contacting the customer. Sometimes customers aren't intentionally ignoring your emails about their overdue invoice so a friendly phone call might go a long way.

SIMPLer Tip

Minimum Amount Due

Another underutilized feature of the Invoice Based SAND is the Minimum Amount Owed option. By default SIMPLer assumes that any amount owing is a grounds enough for notifying your customers of their delinquency and potentially disconnecting them. So without setting a minimum you could have a customer being disconnected for owing a penny! To prevent this kind of frustration for you staff and customers be sure to set a [Minimum Amount Owed](#) when configuring your SAND setting.



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