



Welcome to the latest edition of the Azotel newsletter. The purpose is to give you a quick overview of some of the recent changes to our products, and to describe some of the work that is currently underway.

If you'd like to know more about our SIMPLer platform and the benefits that it can offer to you, then why not [visit our website](#), [sign up for a demonstration](#) or [request a quote](#) from a distributor/reseller near you.

We hope that you'll find this and future communications useful. However, if you'd prefer not to receive similar messages in future, instructions for unsubscribing from the list are included at the bottom of the page.

Sincerely,

Tim O'Driscoll
Operations Manager

Features Recently Deployed

Sales Tracking: Enhancements

The Sales Tracking feature has existed in the SIMPLer system for some time, but a number of improvements have been made to enhance the functionality and usability of the system. The feature allows an operator to record and monitor the progress of sales opportunities, and to associate one or more sales actions with each opportunity. These actions can then be assigned to members of the sales team to inform them of the tasks that they need to complete.

The system allows an operator to closely manage all potential sales in their network, including both potential new customers and the sale of new and enhanced services to existing customers. Sales opportunities can be tracked right through from initial contact to closure.

Sales Opportunities

Results 1 - 2 of 2		Value Added Reseller:						
Id	State	Customer	Opp. Title	Channel	Start Date	Priority	Value	Pipe Value
141	prospect	Test Customer (test01)	Customer inquired about VoIP service	Value Added Reseller: Anne-Marie Wilkinson Master Agent: John Regan Regional Sales Manager: Sarah Durak Sales Member: salesmem1	08 Jul	3	100.00	10.00
140	lead	01Custom1 (01_custom1)	service upgrade	Value Added Reseller: John Regan Master Agent: Anne-Marie Wilkinson Regional Sales Manager: ID_123456	01 Jul	3	188.00	0.00

SIMPLer Login Improvements

In order to improve the security of the SIMPLer system, changes have been implemented to help prevent automated attempts to guess SIMPLer passwords. Now, if a user enters an incorrect password three consecutive times, they'll be forced to enter a captcha on subsequent login attempts.



Azotel SIMPLer reduces the costs and simplifies the business of delivering telecommunications services.

The SIMPLer platform delivers everything a wireless Operator needs (other than the radio equipment) via a single box platform which can be seamlessly integrated with an access network such as Canopy from Motorola's Wi4 range or similar.

Simplification is the key to the Azotel approach. By delivering all the technology in a box and following a prescribed simple business process, we significantly reduce the operating costs and increase reliability. This in turn enables the delivery of a quality service to your end users.

Azotel was first deployed in 2002 and has since been proven many times worldwide.

Traditionally, WISPs tend to build up their core network and management solution using various equipment from a number of different vendors to address all necessary functions.

SIMPLer delivers all this functionality via a **single interface**.

Learn more, visiting us on the web at www.azotel.com or contact us at info@azotel.com

Authentication required

Login

UserID

Password

Please enter the text from the image:



[Forgotten your user ID or password?](#)

[Click here to view the full feature description.](#)

Multiple VLAN Support

The firmware on our WIB (WISP In a Box) has been updated to allow additional VLANs to be configured. This significantly improves the ease with which the WIB can be introduced into networks which already have multiple VLANs in place.

[Click here to view the full feature description.](#)

Features Under Development

Work is currently in progress on the following features:

Automatic Provisioning of Alvarion and MikroTik SMs

SIMPLer can already support radio equipment from any vendor, including Alvarion and MikroTik. One of the big advantages that SIMPLer has over competing systems is its ability to automate many of the steps required during the provisioning process for radio equipment from many vendors. To further improve usability, this automatic provisioning capability is now being extended to cover radio equipment from Alvarion and MikroTik. In addition to improved automation, we're also working on obtaining performance measurements and displaying these within SIMPLer, which will greatly aid the diagnosis of network issues.

Bandwidth Throttling

At present, when a customer reaches their bandwidth cap, they can be notified, disconnected or automatically charged for additional data by SIMPLer. This feature introduces a new option, where the customer isn't disconnected or charged, but their connection speed is reduced. This allows for more graceful handling of customers who have exceeded their allowance, by allowing them to remain connected but reducing their quality of service.

Hotspot Customisation

We're currently making changes to allow the Hotspot portal pages displayed during the sign-up and login processes to be more easily customised by operators. This will give operators greater control over the look and feel of these pages, to allow better branding of the hotspot service. We're also working on streamlining the sign-up and login processes, so that there are fewer steps involved, and the processes are more intuitive for end users.

Helpdesk Service Option

Operators in today's climate are looking for ways in which they can better retain and attract new subscribers. Managing the end customer relationship is paramount and having an effective Helpdesk is key. To help fill this gap in a cost-effective way, we're introducing an optional helpdesk service for our global base of operators. For operators who sign up for this service, calls from their end customers will be handled by a team of experienced helpdesk staff, who already are intimately familiar with the power of the Azotel SIMPLer platform.

WISPA Summer 2010 Regional Meeting



Azotel and Solutions4ebiz will be presenting at the WISPA Summer 2010 Regional Meeting in St. Louis on July 21st and 22nd. Come and see us there to learn more about our SIMPLer platform and how it can benefit your business. Please go to <http://wispastrm.eventbrite.com> to see the full agenda and register for the event.

About Azotel

[Azotel](#) is a world leader in the development of integrated Core Network and OSS solutions (Operational Support Systems including subscriber management and operations automation). The company equips Operators with the technology and management services required to build out commercially successful broadband networks anywhere in the world. Azotel currently powers multiple broadband networks across [Ireland, Europe, Africa, Canada and the United States](#).

To find out more:

If you're an existing customer, then the latest versions of all of our customer documents are accessible via the "Documentation" link in SIMPLer. Descriptions of recently-developed features are available on our [external portal](#).

If you're a potential customer, then why not [sign up for a demonstration](#) of our SIMPLer platform or [request a quote](#) from a distributor/reseller near you.

[Forward email](#)

✉ **SafeUnsubscribe**®

This email was sent to oharej@azotel.com by news@azotel.com.

[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe](#)™ | [Privacy Policy](#).

Azotel Technologies Ltd. | 3rd Floor, | River House, | Blackpool Park | Cork | Ireland

Email Marketing by

