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ENABLING BROADBAND ANYWHERE

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Upcoming Events

Africa Com
10-11 November 2010
Cape Town Convention
Centre, South Africa

It's Not Too Late! Book Cabins Now!
hover over to reveal vendors
Wireless Without Limits
2010 Conference Cruise

Azotel will be participating in AfricaCom 2010 in Cape Town next week (November 10th-11th). We'll also be exhibiting and speaking at DoubleRadius's Wireless Without Limits conference cruise the following week (November 14th-19th). We'd be happy to discuss our products in detail and provide demonstrations to any interested parties at both of these events.

24-7 Helpdesk Service

In order to build on the success of the SIMPLer platform, and to provide operators a complete end-to-end solution, Azotel has recently introduced a helpdesk service. Staffed by experienced personnel, who are well versed in dealing with typical subscriber issues in a wireless broadband network, this service deals with support issues from end customers on behalf of the operator. This means that an operator does not need to hire additional staff to provide after hours support themselves, and improves customer satisfaction by providing a faster issue resolution time.

If you'd like to find out more about how this service can benefit your business, please contact us at info@azotel.com, or contact your local distributor/reseller.

Prorated Billing

A new feature has been added to the SIMPLer system that allows operators to set the invoicing date for a customer. Based on the number of days service between the customer's start date and invoicing date, the appropriate prorated charge for the first invoice will be calculated automatically. This removes the need for operators to manually calculate these charges. An operator can also create a prorated custom invoice.

Click here to view the full feature description.

Recently Viewed Customers

Moving your mouse over the "Recently Viewed Customers" text at the top of each SIMPLer page will bring up a list of the most recent customer records that you've viewed. Clicking on any of the entries in this list will bring you directly to the Customer Details page for that customer. This makes it much faster to navigate back to customer records that you've recently viewed.

Click here to view the full feature description.

Customer Groups

It's now possible for an operator to define groups, and assign customers to those groups. This is useful for classifying customers into different categories. The customer search options have been enhanced to allow the desired group to be selected when searching for customers.

Click here to view the full feature description.

Individual Notes Fields

Rather than simply entering text into the free-format Notes and Private Notes fields in the customer record, it's now possible to add separate, individual notes. This is easier to read, and is useful for things like keeping a log of each contact that the operator

has with a customer. Notes are added via a pop-up window on the Customer Details page.

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

Custom Fields in Customer Record

An operator can now add custom fields to the customer record. For each field, the name, type, valid options and default value can be specified. This feature should be very useful in allowing operators to add additional data to customer records without the need for software changes from Azotel.

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

Multi-Homing Support on ImageStream Routers

Changes have been made to improve support for multi-homed networks (networks with multiple internet feeds) when the WIB firmware is running on an ImageStream router. This makes our ImageStream solution much more flexible, and means that it can be integrated into almost any type of network.

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

Other Enhancements

Other recent improvements to the SIMPLer system include:

- [Customer statistics improvements](#).
- [New landing page](#).
- [Multiple phone numbers per contact](#).
- [Set subnets and MAC address in Provision Now](#).
- [Group customers by "Customer Group" under EFT/non-EFT payment page](#).
- [Improved change history](#).

Upcoming Features

Work is currently in progress on the following features:

Radius Integration

SIMPLer has been enhanced to integrate with equipment / networks supporting RADIUS (**Remote Authentication Dial In User Service**) based AAA servers. Radius is a networking protocol providing centralized Authentication, Authorization, and Accounting (AAA) management information services for computers to connect and use a network service. This will help to improve the flexibility of the SIMPLer system, and allow easier integration with existing networks which are already using RADIUS.

Development work on this feature is complete, and it is currently undergoing beta testing.

Flexible Reporting

Work is in progress to support a flexible reporting engine which will allow operators to create their own reports using data from SIMPLer. This will provide operators with the ability to create new reports without requiring software changes from Azotel.

Enhanced Campaign Support

We're currently working on enhancements which will provide better support for promotional campaigns. Campaigns will be more clearly separated from products, it will be possible to define trigger criteria which must be met before a customer is eligible for a campaign, and the campaigns that a customer is on will be more visible from their customer details page.

Enhanced Equipment/Site Data

Changes are being made to allow additional data to be stored for equipment and sites. this includes the ability to associate maintenance tickets with sites and equipment.

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.

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) which can be seamlessly integrated with any access network such as Motorola, Ubiquity, Mikrotik, Alvarion etc.

Simplification is the key to the Azotel approach. By following a prescribed simple business process, we significantly reduce the operating costs and increase reliability of the services delivered to end-users. This in turn leads to much higher satisfaction levels and less churn amongst subscribers.

Azotel was first deployed in 2002 and today has in excess of 50 Operators worldwide. Traditionally, Operators tend to build up their core network and management system using various vendors to address all necessary functions. SIMPLer delivers all this functionality via **a single interface**.

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

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.