Season's Greetings

Azotel would like to wish all of its current and future customers a very happy holiday season and a successful and prosperous New Year.
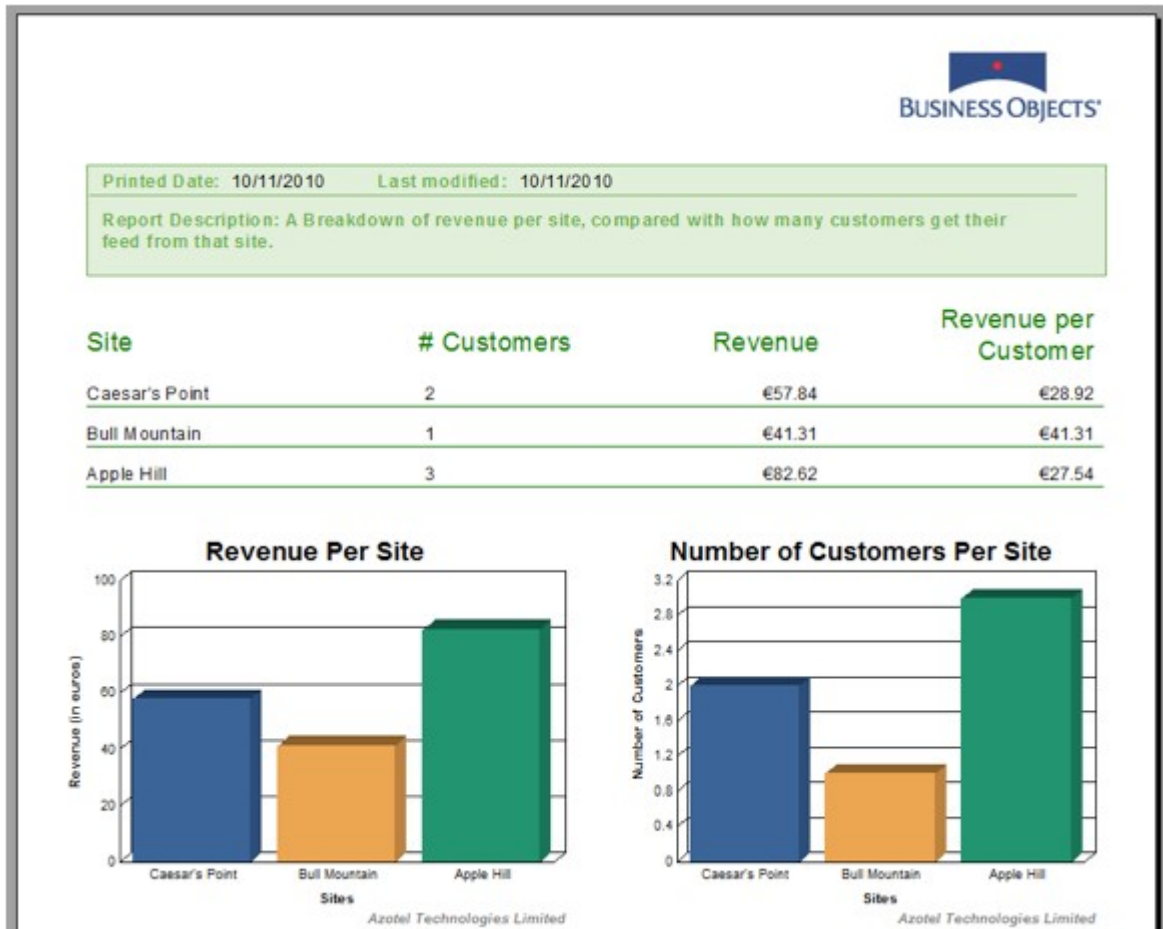
In This Issue

Recently-Completed Features

Flexible Reporting

In order to provide more flexibility to operators, and to allow them to create their own reports on demand, we've configured our system so that it can be used with an external reporting package such as Crystal Reports or Jasper Reports. We can provide secure access to your database via OpenVPN, and documentation on our database structure, so that you can create and run your own reports whenever you choose.
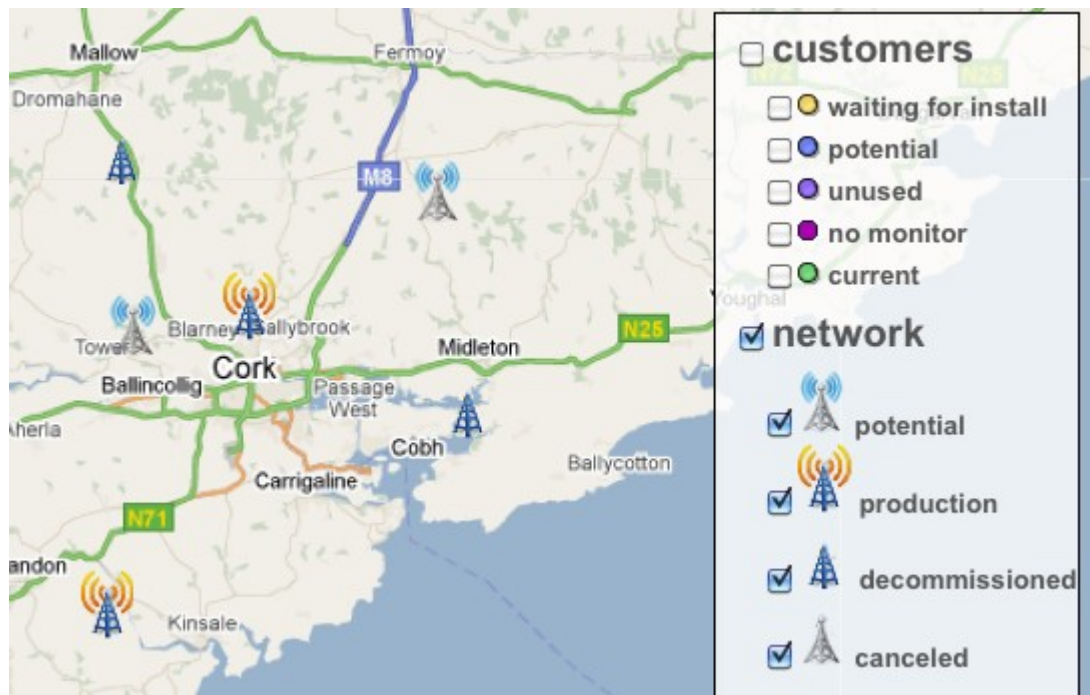

BUSINESS OBJECTS'

Printed Date: 10/11/2010   Last modified: 10/11/2010

Report Description: A Breakdown of revenue per site, compared with how many customers get their feed from that site.

Site	# Customers	Revenue	Revenue per Customer
Caesar's Point	2	€57.84	€28.92
Bull Mountain	1	€41.31	€41.31
Apple Hill	3	€82.62	€27.54

Revenue Per Site

Number of Customers Per Site

Azotel Technologies Limited

Azotel Technologies Limited

If you're interested in setting this up on your SIMPLer instance, please contact Azotel Support.

Site and Equipment Enhancements

A number of enhancements have been made to the way that site and equipment data is stored in SIMPLer, which significantly enhances its Inventory Management capabilities. It's now possible to assign equipment that is in stock to sites, so that you can keep track of inventory in multiple warehouses. It's also possible to assign maintenance tickets to sites and equipment, add individual notes and attachments to sites, specify maintenance intervals, and view site status on the Google map.

When combined with the Flexible Reporting feature, these enhancements allow sophisticated reports showing things like cost versus revenue per site to be easily created.

Click here to view the full feature description.

Other Enhancements

Other recent improvements to the SIMPLer system include:

- Tax Breakup on Invoices.
- Credit Reason Text on Invoices.

Work is currently in progress on the following features:

Google Earth Integration and Coverage Checker

We're currently investigating integration of Google Earth into our product, to determine how it can be used to enhance the mapping features that we currently provide. In parallel with this, we're also looking into integrating a coverage checking capability, to help operators determine whether coverage exists for potential customers.

Refer A Friend

The referral fee functionality that exists in SIMPLer is being enhanced so that a referral fee for a new customer can be directly

associated with the account of an existing customer who referred them. The ability to control the benefits that apply when somebody refers multiple new customers will also be provided.

Data Import Interface

Work is in progress to implement an interface which will allow operators to import data directly into the database. This will be very useful in situations such as when an operator acquires a new network, and wants to import data from that new network into their existing SIMPLer instance.

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.
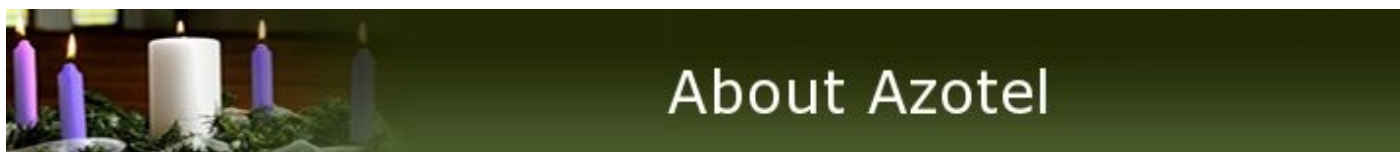

There are some features in the SIMPLer platform which aren't very visible via the user interface, so operators may not know that these capabilities exist. Two of these are highlighted below:

Credit Card Expiry

One common problem that operators run into is when payments fail because a subscriber's credit card has expired. Instead of waiting until the problem occurs, and running the risk of accidentally disconnecting a subscriber for non-payment when they haven't intentionally failed to pay, both the operator and the affected subscriber can be notified of credit cards that are about to expire in advance. We can set up a process which runs on the 1st of each month which notifies customers if their credit card is going to expire at the end of the month. The notification email is copied to the operator's email address, so that you're aware of all such notifications that are sent.

SIMPLer Documentation
All of our user documentation is accessible via the Documentation link in the top right-hand corner of each SIMPLer page. So, if there's something you're not sure about, this is the best place to look for information.

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.

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

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