

Azotel makes business SIMPLer for *Razzo Link* in California, USA



"I wanted to express our sincerest gratitude to Azotel and your phenomenal on site team for getting our organization set up with your SIMPLer billing system. We're excited to begin to use the many automated billing features that SIMPLer offers."

*John Iacopi, Razzo Link, Inc. [President]
www.razzolink.com*

Overview

Razzo Link, Inc. is an Internet Service Provider for communities located in Greater Monterey and Santa Cruz Counties, California with a focus on residential and business Internet services.

Challenge

Razzo Link, Inc. had been previously managing their business manually and day-to-day tasks were beginning to overwhelm the business with repeated processes and tasks that were taking way too much time and effort to tackle. Automation of these processes were a must and tools to deliver these would have been much too costly to develop in-house.

Solution

After discovery discussions on plans for growth were complete, the SIMPLer platform was put in place with the Azotel and Razzo Link team.

*"Please extend my sincerest gratitude to all of the Azotel team, for seeing this project come to fruition. Now that this has been implemented, we see a dramatic increase in our cash flow...can't tell you how happy that makes us all feel here.
- John I."*

CLIENT PROFILE

Company
Razzo Link, Inc.

Location
Oakland, CA,
USA

End User
Business Users
Residential Users
Local Government
Schools

Challenge
To provide best in class Internet services with friendly, local professionals for residential and business needs.

Product Deployed
Azotel's SIMPLer, fully integrated management platform.

Current Status
September 2014 – Fully managed SIMPLer network with SAND (Subscriber Auto Notify and Disconnect) technology.



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About Azotel

Azotel Technologies is a global company that provides subscriber management, billing, business automation and core network solutions to local broadband and cable television operators all over the world. Azotel's SIMPLer™ platform offers proven, integrated customer, network management and operational support systems (OSS) that help customers improve business operations, services and profitability. Headquartered in Ireland, Azotel has regional offices in the United States, Canada and continental Europe and operators on three continents.

SIMPLer Features

- CRM platform for your CSRs
- Dispatch Scheduling with Google integration
- Automated Work Order generation
- Automated Provisioning
- Complete Debtors Ledger
- Automated Billing, Collections, Exceptions
- End User Portal - integrated
- Trouble Ticketing - integrated
- Network Health Monitoring and Alarms
- IP Accounting and Statistics
- Core Network options with WIB-C and HIB-C
- Virus Detection and Reporting
- 24/7 Emergency Support and Expert Advice
- NOC outsourced option
- Helpdesk outsourced option



Realtime Subscriber Information and Diagnostics

www.azotel.com



info@azotel.com

River House
Blackpool Park,
Cork,
Ireland
+353 21 234 8100

info@azotel.com

200 S. Wacker Drive
(15th Floor)
Chicago,
IL 60606
+1 312 239 0680