

Azotel makes business SIMPLer for *Seaside High-Speed Internet* in rural Nova Scotia, Canada



“The Seaside team has been impressed with Azotel’s commitment to customer service and the ability to create and implement truly scalable solutions. We finally have a back-end system that does exactly what we need it to. Thank you Azotel for understanding our business needs.”

*David Horton, General Manager, Seaside High-Speed
www.seasidehighspeed.com*



Overview

Seaside High-Speed is a new Internet service being offered to rural communities in Nova Scotia, Canada by the Seaside group of companies. A partner in the province’s Broadband for Rural Nova Scotia initiative, Seaside provides high-speed Internet in the counties of Antigonish, Cape Breton, Colchester, Cumberland, Guysborough, Inverness, Pictou, Richmond and Victoria.

Challenge

Seaside required an industry specific solution to help them effectively manage their network and access key customer information. Seaside found it challenging to source a back-end system that offered the value and quick implementation they needed. Seaside reached out to Azotel seeking a solution that would grow with their business. They were impressed by the scalable, customer service and value Azotel offered at a fraction of the price of competitors’ offerings.

Solution

Azotel’s SIMPLer platform has made it possible for Seaside to manage subscriber services and information through a single platform. Already, Seaside is benefitting from the easy-to-use platform and have already worked with Azotel to further customize their solution to meet their evolving needs. Azotel has enabled Seaside to automate day-to-day processes including dispatch and accounting functions to improve organizational efficiency.

Location

Seaside is located in Nova Scotia, Canada, serving the rural counties of Antigonish, Cape Breton, Colchester, Cumberland, Guysborough, Inverness, Pictou, Richmond and Victoria.



CLIENT PROFILE

Company
Seaside High-Speed

Location
Nova Scotia,
Canada

End User
Government
supported Rural
Broadband Project

Challenge
Provide 100%
Broadband
Coverage to all
Nova Scotia, while
meeting aggressive
Government
deadlines.

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



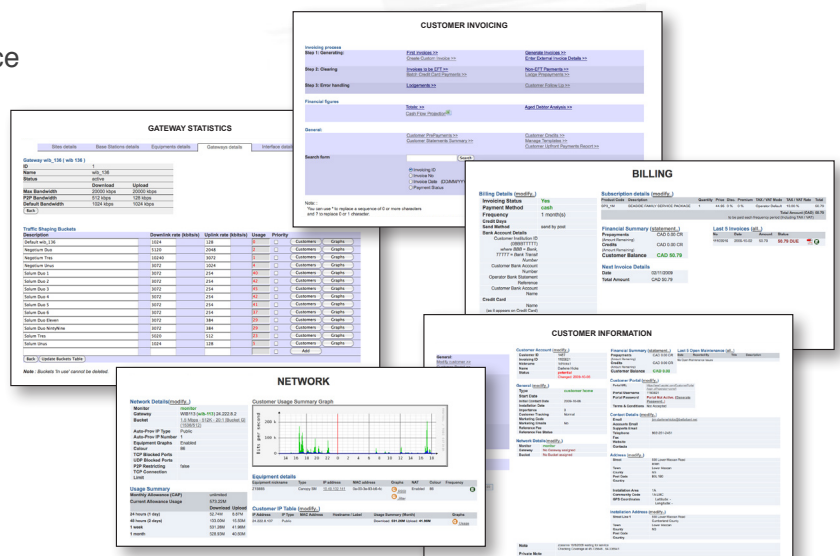
Azotel makes business SIMPLer

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

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