

Azotel makes business SIMPLer for *Kawuleza Connect* in Cape Town, SOUTH AFRICA



“SIMPLer provides the system software to automate and simplify a number of customer management tasks thereby allowing a smaller team to manage a larger number of customers. This translates directly into a more cost-effective operation enabling better service provision and greater profits.”

*Michael Edwards, CEO
Kawuleza Connect.*

OPERATOR PROFILE

Company
Kawuleza Connect

Location
Cape Town,
SOUTH AFRICA

End Users
Corporate, Business &
Residential

The Kawuleza Goal:
To be the world class connectivity provider that everyone loves to be with. Kawuleza aims to build a valuable company by providing world class connectivity and related services to all. In doing so we enable our customers to operate more cost effectively, thereby increasing their own value. We do this by ensuring excellence through performance and reliability of all our products, competitive prices and the provision of unparalleled customer service.



Overview

Kawuleza Connect is South Africa's first truly independent network which owns and operates a high-capacity network of carrier grade wireless links covering large portions of the greater Cape Town and Johannesburg areas. Since Kawuleza Connect was acquired by Basileus Capital (Pty) Ltd in 2009, the necessary resources to rapidly increase the footprint need to be put in place.

Challenge

In preparation for growth it was quickly acknowledged by the management team of Kawuleza that systems would be required to enable the company to rapidly scale. Autonomous management of subscribers from initial contact, through provisioning, service delivery, usage and billing base was identified as a key enabler allowing Basileus Capital to further invest and monitor growth and development. .

Solution

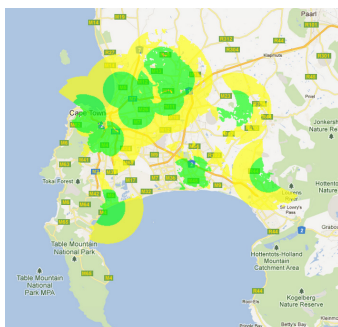
In 2011 Kawuleza identified Azotel SIMPLer (Subscriber Information Management PLatform) as the platform to integrate into the business and provide a single unified solution to Subscriber Management. SIMPLer has enabled Kawuleza to offer a range of products to its customers that are highly flexible, requiring minimal manual intervention. SIMPLer manages the customers usage, completes the accounting and provides a fully automated means of introducing thresholds in a manner that Kawuleza Connect can control. Azotel allows Kawuleza Connect to focus on growth and not systems or subscriber management. The integrated customer portal allows the operator to offer a professional service to the end subscriber in which he/she can interactively manage their own service - in real time.

Location

Kawuleza Connect is based in The Western Cape in South Africa and provides services to customers in Western Cape, Johannesburg.



**Connecting People
Making a Difference**





azotel
.....outside

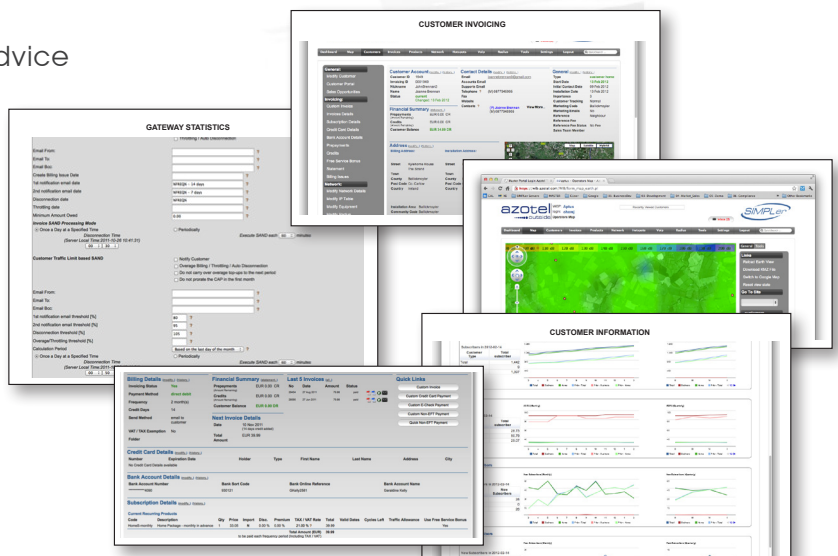
Azotel makes business SIMPLer

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 four 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



Real-time Subscriber Information and Diagnostics

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