



# azotel

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## Azotel - Developing a SIMPLer Solution

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 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 Cambium, Ubiquity, Mikrotik, 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 90 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**.

## Traffic Shaping Enhancements

### Top Level Bandwidth Management

With this new scheme the traffic shaping bucket simply sets the customers traffic shaping limits (i.e. max bandwidth), but does not cause them to be in contention with other customers. Instead the available bandwidth on the WIB is shared between all customers demanding bandwidth

### Bursting Support

Bursting allows customers to receive higher bandwidth than their usual rate for a short period of time. This can greatly enhance web browsing as it allows web pages to load quicker, while it will not impact overall bandwidth usage if a customer is doing a sustained download/upload.

- **Sustained data rate** - this is the customers regular data rate specified in kbit/s. If bursting is not enabled, or if a customer has used up their burst allowance, this is the rate at which they will download/upload data.
- **Burst data rate** - this is the higher rate, in kbit/s, at which the customer will be allowed to download/upload for a "short" period.
- **Burst size** - this specifies the amount of data, specified in kilo-bytes (Kb) which the customer is allowed to transfer at the higher rate. Once this allowance is used up, the customers data rate will revert to the sustained data rate (i.e. the customers regular data rate)

[SIMPLer Wiki - answers to all your questions](#)

Azotel knows how critical it is to have access to release notes, feature releases and a quick

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Join us at one of our Weekly Webinar's on Thursday's at

(14:00GMT +1) or (12:00 EDT)



### SIMPLer Last 24 Hours Top 20 Usage

You can now view the TOP 20 Usage customers for the past 24 hours.



Clicks saved - Making it easier to support and diagnose

### SIMPLer Trick

#### Loading prepayments

SIMPLer allows you to load prepayments onto customer accounts so that if someone was paying for service in advance their invoices will just use the prepayment on file instead of charging the customer again. Make sure that all prepayments have been applied to outstanding invoices by going to **Lodge Prepayment**.

### SIMPLer Tip

#### Minimum Amount Due

Another underutilized feature of the Invoice Based SAND is the Minimum Amount Owed option.

reference to solve how to questions.  
We have just released our online wiki which will allow you to search for solutions in the most efficient way.

## SIMPLer deployed features

Click on the below links for a detailed review of our latest features

- [Nominal Ledger Report](#)
- [Enhanced Aged Debtor Reports](#)
- [Enhanced Totals Reports](#)
- [Cash Payment Report per SIMPLer user](#)
- [Gateway User Rights](#)
- [Send out maintenance ticket email](#)
- [Site costs user rights](#)
- [Sites/Equipment Custom Fields](#)
- [Customer Bandwidth Usage Source](#)
- [Currency Fraction Digits](#)
- [Authorization Codes for CC/E-check transactions](#)
- [Every \[N\] Invoices](#)
- [Check for duplicate IP addresses](#)
- [Customer Tracking Colour](#)
- [Google Contacts Integration](#)
- [User Password Enhancements](#)
- [Update All WIB Files](#)
- [Ability to overwrite title/body of Credit Card Expiry Notification E-mail](#)
- [CAP display options](#)
- [Auto-Payment - Send Receipt](#)

By default SIMPLer assumes that any amount owing is a grounds enough for notifying your customers of their delinquency and potentially disconnecting them. So without setting a minimum you could have a customer being disconnected for owing a penny! To prevent this kind of frustration for you staff and customers be sure to set a [Minimum Amount Owed](#) when configuring your SAND setting.

### SIMPLer Tip

#### Invoicing Process

While invoicing in SIMPLer can be fully automated it is still a good idea to always verify that invoicing is running as it should. Key things to check with this process:

1) Go to First Invoices and make sure that all invoices have been generated. If there are any items highlighted in red you should correct the stated issue. Problems that are harder to see are issues with incorrect dates and subscriptions. Make sure the date and subscription values are what you are expecting.

2) Even for customers that have been being invoiced without problems in the past occasionally issues may come up in Generate Invoice. A customer may have been disconnected for a few months and is now reconnecting. If their account wasn't reactivated appropriately SIMPLer might think this customer is a few months behind on their invoices. Verify that the Invoice Dates are all for the current month (or for next month if using early invoicing).

### Recent Case Studies

Premium Choice Broadband  
A Better Wireless  
Kawuleza Connect



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