

# Azotel makes business SIMPLer for **INVIACOM** across the USA



*“With our rapid growth and multi-channel opportunities moving forward, we needed a system that could support our needs to deliver best in class services to the Multi-Tenant / Multi-Dwelling Unit industry. Azotel brings the customization and flexibility that we have not found in any other solution and when you couple that with exceptional customer service, you instantly become a more efficient company. We are very pleased with our partnership with Azotel and the entire team and look forward to a long relationship with them in our adventure.”*  
Chris Shupe, Technical Service Director  
[www.inviacom.com](http://www.inviacom.com)

## Overview

Inviacom focuses on delivering best in class services with a turn-key advantage for many different commercial MTU/MDU customers. Examples include Senior Living Communities, Apartments & Condominiums, Commercial & Industrial, Hotels & Resorts, Educational & Campus, Airports, Marina’s & Campgrounds.

## Challenge

Inviacom is a full service wireless network integrator that provides mid-large scale wireless mesh solutions for residential, municipal and commercial applications. The company offers a completely turnkey solution, from network design and RF planning to deployment and on-going network maintenance and support. The challenge was to find a partner that could provide a single platform to address the variety of requirements presented by the diverse sector.

## Solution

Inviacom was looking to Azotel SIMPLer for the Asset tracking, billing, bandwidth shaping, and overall customer management for their solution and to be a turn-key solution for multiple operators under a single Master Portal. They were also looking for a single platform to assist in the monitoring and mapping of their networks and customers. Azotel tailored the SIMPLer Platform, working in close collaboration with the Inviacom team, to once again have a leading solution in the industry.

## CLIENT PROFILE

Company  
Inviacom

Location  
Across USA

End User  
Commercial MTU/MDU  
and Collegiate Housing

Challenge  
To have a single platform managing a diverse and geographically dispersed large volume of Networks .

Product Deployed  
Azotel SIMPLer  
Master Portal



# 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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