

Preseem & Azotel API Integration Helps Minnesota WiFi Measure & Optimize QoE, Easily & Effectively

COMPANY

Minnesota WiFi (MN WiFi)

LOCATION

Kasson, Minnesota

CHALLENGE

- Manage congested access points
- Improve QoE for subscribers

PRODUCTS DEPLOYED

- Preseem's QoE platform
- Azotel's SIMPLer fully integrated management platform

RESULT

- Preseem is MN WiFi's go-to troubleshooting tool
- Fixed many congested Ubiquiti APs and backhaul issues
- Stable, low latency shaping using Preseem's QoE optimized plan enforcement
- Preseem & Azotel's integration allows automatic plan enforcement & also takes care of delinquent customers
- Fewer support calls, better visibility into the network and positive customer feedback



“Preseem's integration with Azotel for speed plans implementation and disconnecting non-pay customers has saved us tons of time and money!

- Darin Steffl, Owner, Minnesota WiFi

www.mnwifi.com

OVERVIEW

Minnesota WiFi is a fast-growing internet provider based out of Kasson, MN. Started in 2012, the company manages 40 tower sites today and services six counties in Southeast Minnesota. Darin Steffl is the owner/operator at MN WiFi.

CHALLENGE

MN WiFi was looking for a QoS/QoE solution to manage congested access points and deal with subscriber complaints proactively. Darin from MN WiFi considered delivering consistent speeds to his customers a business priority and he was looking for a solution that integrated with his billing & OSS platform, SIMPLer from Azotel.

SOLUTION

MN WiFi deployed the Preseem QoE Platform and leverages its API integration with their Azotel SIMPLer platform. MN WiFi uses granular insights provided by Preseem's QoE platform to find & proactively fix QoE issues across towers, sectors, and subscribers. Preseem's QoE Optimized Shaping further ensures that bulk applications like Netflix or Streaming video don't negatively impact interactive applications like VoIP or Gaming. With Preseem, MN WiFi provides stable & low latency connections even when customers max out their plan speeds. This leads to fewer support calls & happier customers.

USING PRESEEM-AZOTEL API INTEGRATION

Preseem-Azotel API integration enables Preseem to keep in sync with changes to customer packages, account status, and equipment so that it is always enforcing speeds and collecting statistics accurately.

For Minnesota WiFi, according to Darin Steffl, the benefit of this integration is the ability to change a customer's plan speed in Azotel and see it take effect automatically in Preseem. Further, when a customer is suspended for non-pay, Preseem blocks their access automatically. This has eliminated all the manual work and mistakes associated with updating plan rates and disconnecting service. When a customer pays on the portal after hours (when staff are not in), Azotel/Preseem turns service back on! All without the team lifting a finger. This has helped MN WiFi to fully automate billing. In cases where a customer complains, they just tell them that the billing system turned you off and it'll only turn your service back on with a payment.

Preseem can also report usage to Azotel to drive usage reporting and usage based policies. Overall, Preseem & Azotel's API integration has helped Minnesota WiFi measure and optimize subscriber experience in an easy and effective manner.

Customer Network Details



Screenshot from Azotel's platform showing link to Preseem's data for one particular subscriber

One key aspect of the Preseem-Azotel integration is the simplicity of the deployment, i.e. the fact that there is no need for network access servers (NASs) in the network as would typically be required in for a full RADIUS deployment.

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Developed exclusively for WISPs, Preseem is a one-of-a-kind networking solution that helps to find & fix Quality of Experience (QoE) issues across towers, sectors, and subscribers.

Visit www.preseem.com for more information and 30-day free trial



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Vendor
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Azotel develops integrated customer and operations management solutions (SIMPLer™) that empower Operators to run their businesses efficiently and deliver services profitably. Azotel has its headquarters in Cork, Ireland with regional offices in Canada, Chicago and Poland. Azotel is the world leader in B/OSS and currently powers multiple wireless and fiber networks across the United States, Canada, Europe, Africa, and Australia. Azotel's integration with Preseem's QoE Monitoring and Optimization Platform ensures that our mutual Internet Service Providers can now seamlessly deliver an exceptional internet service experience to their subscribers.

Visit www.azotel.com for more information