

26th August 2015

Testimonial

Anvil Mobile Ltd have been working with Comms365 for several years as our ISP partner for both individual Fixed IP Data SIMs from all the major networks as well as superior Bonded services. The introduction of CommsPortal, which has been Anvil branded for us, has brought significant benefits for us in three main areas: - Provisioning, SIM Management and Customer Support.

Provisioning and activating new data SIMs through the portal is an intuitive journey and is now a largely automated process increasing both accuracy and productivity. Reporting functions enable us to easily keep track of orders and produce our dispatch documentation.

The SIM management tools available through CommsPortal help us monitor many aspects of our SIM estate and the automated usage alert system has proved extremely valuable to end users as well as freeing up Anvil support staff time as they no longer have to manually monitor this aspect for customers. The portal is also available for end users for their SIM estate management and almost real time data usage monitoring. This in turn saves Anvil support time as customers can use the portal's tools to view and generate the reports and information that they require when they need to.

In addition customer service has been enhanced by being able to view Access Logs, full configuration details, as well as Radius authentication logs where we can see, at a glance, connectivity attempts, the results and any error codes. This has helped improve response times and customer satisfaction levels as well as increasing productivity in our support team.

The CommsPortal is a flexible, intuitive and valuable tool that enhances the excellent services that Comms365 provide to us.



Helen J Philip
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