



Fact Sheet

An Integrated, cloud-based platform that simplifies and automates all aspects of WISP management, saving time and money.

Swift Fox Systems provides Wireless Internet Service Providers (WISPs) across North America with an integrated, cloud-based software platform and managed services that enhance efficiencies in network operation, increase WISP customer satisfaction and maximize profitability.

We have a proven track record in making WISPs market leaders moving them into the next stage of their business. We can do the same for you.

CALL US TOLL-FREE AT 1-866-779-1608 FOR A COMPLIMENTARY ASSESSMENT.

NETWORK

REAL TIME NETWORK MONITORING AT YOUR FINGERTIPS

- Know that your customers are down before they do.
- Connection tests are done automatically, every minute of every day — and stored historically, forever.
- Get an SMS text message when any network problems arise.
- The Swift Fox Pingbox hardware monitors your network and is included free of charge.

POWERFUL TOOLS FOR EXPERIENCED ENGINEERS AND NOVICES ALIKE

- Coordinate frequencies on collocated equipment and between sites with the built-in Frequency Planner.
- Logical and geographic network maps keep everything organized — no more out-of-date paper drawings.
- Keep track of all your IP addresses: Static, DHCP scopes, CPEs, everything. Need engineering help? Let us do the heavy lifting!
- Swift Fox offers outsourced engineering assistance, network on-call, and expansion planning expertise for a flat-rate per month.
- Let industry experts answer your questions and help you build a rock-solid, fast, reliable WISP network.



CUSTOMER SUPPORT

HAVE YOUR OWN SUPPORT CENTRE? REDUCE CALL TIMES BY HALF

- The moment a client calls in, Swift Fox finds the customer account based on caller ID, and the phone tech can see the connection history for the past several weeks at one glance.
- Real-time connection tests at the click of a button allow your phone support techs to significantly reduce unnecessary troubleshooting steps, making for shorter calls and happier clients.
- Support techs can immediately schedule a service call, or follow up with a service call done the same day — without leaving Swift Fox.
- Works with any phone support system, in-house or outsourced.



KNOW WHAT HAPPENED EVERY STEP OF THE WAY

- Every phone call to and from a client is recorded and saved on their account, so no more “They told me I would get a free install.” scams.
- Based on GPS, the time your technicians arrive and leave for every install and service call is recorded on the customer account.
- Every change to billing, package, and email accounts — you know who did it and when.
- Customer says they were down for 15 minutes two weeks ago? You can verify that at a glance.

LET OUR HELPDESK SUPPORT YOUR CUSTOMERS

- Our in-house support centre, located in North America, will answer your calls 365 days a year.
- Based on access to the Swift Fox Platform, our technicians know the full support and connection history of every client.
- 100% of Swift Fox support technicians are Network+ and CWNA certified to not only solve client issues but network issues too.
- Real-time reporting of AHT, Abandon Rate, and Hold Times letting you know that calls are being answered on-time and handled properly.



BILLING

EFFORTLESS AUTOMATIC BILLING, BUILT RIGHT IN

- Easy but powerful full-featured billing system automatically sends statements every month.
- Built-in credit card and direct debit (ACH/EFT/PAD) support makes accounts receivable fast and easy.
- Reporting includes audit trails and enables IFRS/GAAP compliance for large companies.



TRACK BANDWIDTH AND CHARGE FOR OVERAGES

Swift Fox lets you set bandwidth usage limits for accounts and automatically charges for overages. A warning email is sent to the customer before they reach their limit, and you can choose to charge or reduce their speed automatically when they reach it. Quickly identify the largest users, to encourage them to upgrade to a larger package.

AUTOMATICALLY DISCONNECT CLIENTS AND REDIRECT THEM TO A SELF-PAYMENT PAGE.

Reduce accounts receivable work by allowing clients to pay their own bill online when they are overdue. No intervention necessary if a client pays by credit card.

“ Over the past 4 years using Swift Fox’s complete suite of services has been vital to the growth and organization of Wisprenn. We are able to focus on the aspects of the business that require our immediate attention and know that our clients will be handled with the upmost care and responsibility by Swift Fox staff.

We constantly receive positive feedback on the quality of our Swift Fox customer service calls and the Swift Fox software allows us to closely monitor our network, providing long term network stability and reliability, two key things that potential customers look for when trying out a new ISP. Our customer retention rate is second to none. Low-cost coupled with maximum quality performance, Swift Fox is a tool that every ISP needs.

— Dustin Renn, President & Owner, WISPRENN



OPERATIONS

BUILT-IN GPS FLEET TRACKING FOR EFFICIENT FIELD OPERATIONS.

- Simply plug in a device to each truck in your fleet and know where they are at all times.
- When a truck stops at a client location, Swift Fox records the coordinate — so you know where all your clients are.
- Get statistics on drive-time, average time spent at each type of service call, and know if techs are using company vans for other purposes.



FLEXIBLE SCHEDULING SYSTEM DESIGNED BY WISPS, FOR WISPS.

- Unlike generic calendar solutions, Swift Fox was designed specifically for WISP installation schedules.
- Colour-coded calls for Installs, Service Calls, and Infrastructure work make planning the day easy.
- View the schedule for all crews at once, and drag-drop calls between them as the day changes.

iPAD COMPATIBLE INTERFACE FOR FIELD TECHNICIANS

- Technicians can access the full Swift Fox platform remotely, increasing productivity and reducing reliance on office staff.
- Make changes to the schedule on the fly, based on location of technicians and workload.
- Perform client site tests right from the iPad interface — no more hauling a laptop on the roof.

Contact us today for a complimentary assessment of what your WISP needs to run on auto-pilot and increase your return on investment!

Email sales@swift-fox.net or call us toll-free at 1-866-779-1608

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