Overview

24online, has been developed and engineered to cater the advanced needs of different types of hotels all over the globe. 24online Hospitality Internet Access (HIA) is compatible to integrate with any property management system (PMS) and accommodate properties with 5 - 5000 rooms. And being in this industry for a while, 24online very well understands necessities and challenges of current hospitality segments and demands of guests looking for highly cost effective internet access in the hotel premises. 24online addresses the rising need of solution for hotel & guest management, seamless roaming internet facility, secured service provisioning, and coupon based internet billing with additional revenue generating options.
24online can be deployed as a standalone solution or distributed solution to manage multiple locations from central location. 24online centralized solution offers centralized server control, cost-effective billing, comprehensive bandwidth management and coupon based revenue generation option.

Solution Deployments

**Single & Multiple Location Hotel Property Networks**

24online meets the requirements of single and multi-location properties in need of centralized controls and common guest management interface integrated with property management system. 24online facilitates hotel admin to setup room wise and location wise internet plans for their valuable guests. 24online allows only authenticated traffic to access the network through attractive and customizable pre-n-post login pages for using Internet.

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**Strengths**
- More Than A Decade Of Solution Development Experience
- Supports Next Generation Services
- Acknowledged Player In Hospitality & Telecom Industry
- Presence In 60+ Countries with 3500+ Installations
- Integrated with Ezprint
- 24*7 Dedicated Customer Support

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**Single Location**

![Diagram of Single Location Solution](image1)

**Multiple Locations**

![Diagram of Multiple Locations Solution](image2)
Features

Access Management
- Inbuilt RADIUS Server
  - PAP support
  - Offers inbuilt Database
- Authentication
  - Login through mobile app/web-based
  - Device based auto-login
  - Mac based auto login
- Authorization
  - Based on MAC and IP address
  - Re-Authorization Functionality
- Accounting
  - On hours, days, data transfer
- Room-to-Port Mapping
  - Map each room with VLAN port
  - Individual IP For Each Room
  - Restrict Cross Room Surfing
  - No Authentication/Charging on Switch Over

Bandwidth Management
- Tiered Bandwidth Management
- Committed and Burstable Bandwidth
- Individual and Shared Bandwidth Quota
- Bandwidth Scheduling & Fair Usage Policy
- Restrict Users Based on Data and Bandwidth

Guest Management
- Complete User Life Cycle Management
- Account ID based User Credentials
- Location Property
- Supports Guest Room Change
- Demographic Field Option
- Room based multi-device policy
- Guest Management Based Reports
- Guest My Account
- Room Login Policy

Package Management
- Prepaid & Postpaid packages
- Create Hourly and Day based plans
- Registration & Renewal packages
- Guest check-out based package option
- Create Complimentary | VIP | Business Centre Plans
- Dedicated Conference | Banquet Hall Plans
- Facilitates Topup for prepaid plans
- Location Based Package

Internet Billing
- Hours & Day Based Billing
- Time & Quota Based Billing
- Peak & Off-peak Billing
- Pulse Based Rating
- Pre-paid and Post-paid Billing
- Customizable Multi-Service Invoice Template
- Tax and Discount Facility

Coupon Management*
- Branding & Customizable Coupon Templates
- Facilitates Online Coupon Purchase
- Instant coupon generation in printable formats
- Post coupon details directly to room via PMS
- System generated username & passwords
- In-built Ezprint printer configuration
- Pin Aging - Coupons with expiry date

Ezprint Printer*
- Integrated Solution with 24online HIA
- In-built printer configuration in 24online HIA
- One-time Three Coupon Configuration
- Communication interface parallel port

Captive Portal Capabilities
- Create Customizable Login Pages – HTTP enabled
- Device Based Login Pages – Mobile/Laptop
- BYOD Support
- Location Based Captive Portal
- Social Media Based Login
- Create Page for SMS OTP based login*
- User Self Registration
- Promotions and Branding options

Multiple Gateway Load Balancing*
- Supports Multiple ISP Links
- Weight Based Round Robin Traffic Balancing
- High Connectivity Even During Peak Hours
- Immediate Auto-Failover Detection
- Intelligently Redirect Traffic to Active Gateways

PMS Integrations*
- Pre-Integrated Solution With 15+ PMS
- TCP IP & Serial Based Integration
- Guest Check-In & Check-Out Details
- Supports Special Code based package allocation
- Auto-Synch facility post connectivity failure
- Offers Consolidated Billing For Internet
- Supports Centralized PMS System for Multi-location Property

System Management
- Seamless Roaming (Wired to Wireless)
- IP Pool Management
- Login Once
- Zero Configuration
- DHCP and DNS
- SmartNAT*
- SNAT Management*
- Diagnostic Tools
- Basic Firewall System
- Walled Garden
- Swift User Migration Facility
- Data backup and restore
- Factory Reset
- Network packet capture option for admin

Administration
- Role Based Multiple Level Administration – Console & Admin GUI (ACL)
- Change Password Options
- Multi-functionality Dashboard Facility
- Ease of admin interface
- Quick configuration options

Reporting
- Admin GUI Usage Log - Audit Reports*
- NetKapture* | Weblogger* | Syslog Integration
- Reports in CSV/Printable/Graphical/PDF
- MIS & BI Reports

Payment Gateway*
- Integrated with 15+ secured payment gateways
- Facilitates online payment receivables
- Flexible to integrate with any payment gateway
- Integrated with 24online payment tracking

Alert Management
- Email Based Alerts
  - Event based customizable email templates
  - Schedule alerts for renewal/package expiry
  - Alert users on in-correct login/failure

SMS Based Alerts*
- Click-n-Configure SMS Gateway
- Integrated with 20+ SMS gateways
- Manage, Try and Create Facility
- Facilitates different message templates
- Send message at different events – Check-in and Check-out
- Offers complete log of SMS sent
- SMPP Support

Pop-up window for Live Users
- Alert users in-case of login/logout/package expiry etc
- Pop-up live message for network or technical problems
- Bill payment and promotional message

Third Party Integrations*
- CRM Integration
- Third Party Access Controller & Authentication System
- Syslog Integration
- Attribute Mapping

*Add-On Modules
Key Benefits

**Easy-to-Setup**
24online is designed to be easy to setup even for non-technical personal

**User Friendly GUI**
24online graphical interface makes it easy to use both for service providers and subscribers which does not require high level of technical knowledge

**Plug-n-Play Solution**
Saves valuable time in configuring and setting up system in very few days

**Cost Effective Solution**
Offers comparatively cost-effective, cost-efficient and value for money solution

** Raises Revenue**
Helps in retaining customers and enabling higher QoS to premium subscribers with advanced services

**Smooth Franchisee Operations**
Simplifies and reduces operation costs to increase ROI by ensuring smooth operations even in multiple franchisee based network

**Ensured Complete Customer Satisfaction**
With complete bandwidth management and fair distribution of bandwidth, prevents flooding attacks, downtime and high consumption of bandwidth among users, which automatically results into high level of service quality – ensured customer satisfaction!

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**About 24online**

24online is a leading internet access management and network management solution that offers wide range of internet access control and management solutions that enables ISPs, Hotels, Hotspots, Airports, Educational Institutes, Smart Cities, etc. to simplify their internet network. 24online addresses the challenges of customer acquisition, secured service provisioning, internet billing, monetization via internet services and revenue management. The solution has vast experience in catering to varied network like Wired, Wi-Fi, Cloud, VSAT and LTE. With more than a decade of experience, we offer the world class solutions in the most cost-effective way.