



INFO TECHNOLOGIES PRIVATE LIMITED

ISPs | TELCOS | BROADBAND INTERNET ACCESS MANAGEMENT SOLUTION



**CUSTOMER RELATIONSHIP
MANAGEMENT**



NETWORK SECURITY



**MULTI-TENANT INTERNET CLOUD
SOLUTION**



24online Overview

24online has Designed a Multi-Tenant Solution which is deployed at the Centralized NOC of the Internet Service Providers. With Built in AAA and Access Gateway Functionalities, 24online Also Enables the features to Support Multiple Networks (Hotels, Hotspots, Universities, Airports etc.) on the same Platform.

There can be Multiple Users in Different Networks, but 24online is Smart Enough to Identify the Network, User & Usage details of the User and Accordingly Authenticate or Perform Accounting of the Users. With the Help of this Features, ISPs can Offer More than Just Bandwidth & On-board Existing Customer Base with New Offerings. It Opens a Completely New Segment for the ISPs to Tap and Generate More Revenue.

Key Benefits

Innovative Business Models

With the Solution Partnership with 24online, Service Provider can Offer Value Added Services to the Customer on Top of Vanilla Internet Facilities.

Increase Business Reach & Enhance Customer Experience

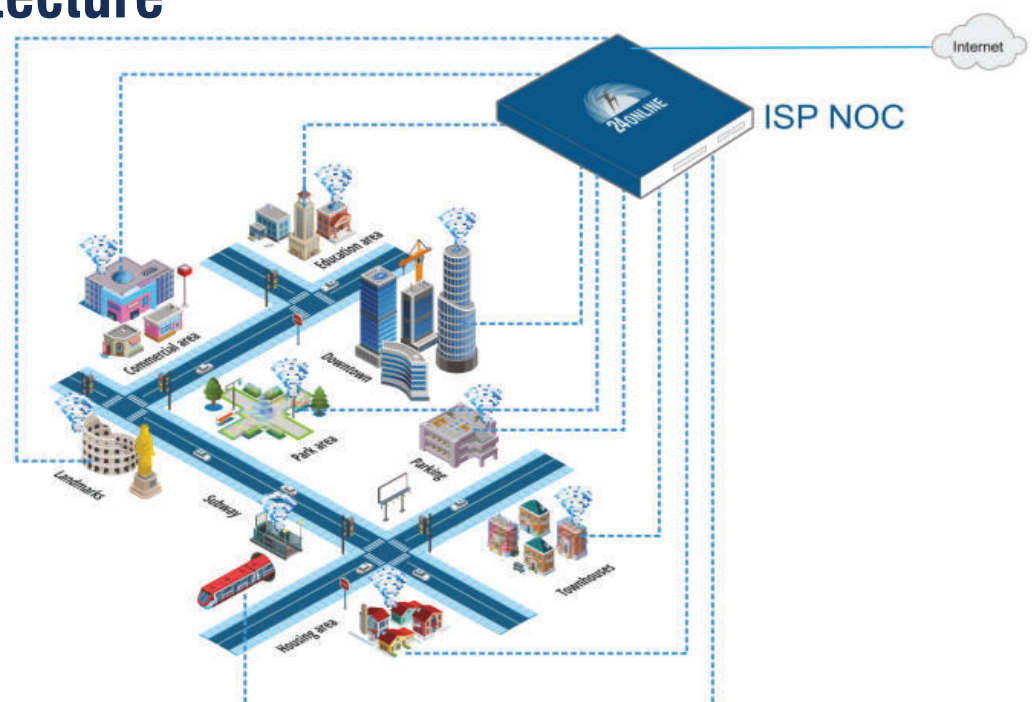
ISPs has Enhanced their Business Reach Among the Enterprise, Hospitality and Hot-spot Customers with the Unique Offerings. The Innovate Business Model Also Enhance the Experience of Property Owners as the Entire Management of the Services & Components Ensured by the Service Provider.

Network Competency & Quality of Service

Integrating with the Right Solutions & Products in the Market Like 24online, Service Provider Get the Best in Class Features, Functionality and Support Round the Clock. If there are any Customization or Additional Features Required for large Scale Deployment then the Open Architecture of the Solution is Capable of Supporting it.

Additional Revenue Generation Platform

Network Architecture



Features

● Upto 100k + Concurrency in RADIUS & Upto 10GBPS Throughput in NAS

Access Management

Inbuilt RADIUS server

- 802.16d & 802.16e Compatible
- PAP/CHAP/EAP-TTLS Support
- Offers Inbuilt Database
- Supports Oracle Database

Authentication

- Login Through Web Based PPPOE, Leased Line(Auto Login)
- AD / LDAP Authentication
- Voucher(Coupon) Based Authentication
- Corporate Based Authentication
- Device Based on Username & Password
- Mac Based Auto Login
- Interoperability
- Social Media Based Login
- SMS OTP Based Login

Authorization

- Based on MAC and IP address
- Re-Authorization Functionality

Accounting

- On Hours, Days, Data Transfer

Bandwidth Management

- Tiered Bandwidth Management
- Committed and Burstable Bandwidth
- Individual and Shared Bandwidth Quota
- Bandwidth Scheduling & Fair Usage Policy
- Priority Based Bandwidth & Connection Ratio
- Bandwidth Capping Using Firewall Rules

Subscriber Management

- Complete User Life Cycle Management
- Account ID Based User Credentials
- Create | Activate | Suspend | Renew | Archive Users
- User Management Based Reports
- User My Account
- User Account Wallet

Package Management

- Prepaid & Postpaid Packages
- Create Hourly and Day Based Plans
- Registration & Renewal & Topup Packages
- Advance Renewal System (ARS)
- Auto Renewal System
- Advance Postpaid, Anniversary Billing, Advance Postpaid Including Anniversary Billing.

Internet Billing

- Data Billing
- Currency Converter Facility
- Peak & Off-peak Billing
- Pulse Based Rating
- Pre-paid & Post-paid Billing
- Customizable Multi-service Invoice Template
- Tax, Ancillary and Discount Facility
- Allow Billing Grace Periods
- Change Overwriting on Postpaid Billing
- Discount Facility on Both Package Level & User Level

Franchise Management

- Create Multiple Franchises in Network
- Create Single or Multiple Franchise Operators
- Franchise Based: Package | Vouchers | Invoice | MIS Reports
- Franchise Based Payment Tracking

Coupon Management*

- Branding & Customizable Coupon Templates
- Create Packaging Zone wise Coupons

Captive Portal Capabilities

- Create Customizable Login Pages - HTTP Enabled
- Device Based Login Pages - Mobile/Laptop
- BYOD Support
- User Self Registration
- Promotions and Branding Options
- Video AD Scheduling**
- SSL Based Secured Captive portal
- SSID(DHCP Option 82) Based Captive Portal
- QR based authentication
- Centralized captive portal
- Time-based captive portal

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

System Management

- IP Pool Management
- Login Once
- Syslog Configuration
- DHCP, DNS & PPoE Client & Server
- SmartNAT*
- SNAT Management*
- Diagnostic Tools
- Console & Secured Access (SSH)
- Demographic Field Option
- Basic Firewall System
- Swift User Migration Facility
- Data Backup and Restore
- Factory Reset
- Network Management Options
- Network Packet Capture Option for Admin
- Deployment Modes - Access Gateway | AAA | Standalone

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*
- Reports in CSV/Printable/Graphical/PDF
- MIS & BI Reports
- Realtime Pin Reports
- HTTP/HTTPS Usag Log
- Diagnostic and System Health Check Tools

Third Party Integrations*

- CRM Integrations
- Ticketing System Integration
- API Based Integration
- Syslog Integration

Payment Gateway*

- Integrated with Major Secured Payment Gateways
- Facilities Online Payment Receivables Flexible to Integrate with Any Payment Gateway
- Integrated with 24online Payment Tracking

Video Ad on Captive portal

- Video-Ad Scheduling for HTTP Traffic while Browsing
- Video-Ad at the Time of Login/Logout
- All Video type File Supported

Attractive & User Friendly Admin Interface

- Rich Look & Feel of Admin GUI
- Multi-lingual GUI Option
- Frequently Used Options
- Demographic Field Option
- Comprehensive Dashboard Format
- Easy Control & Configuration Options

High Availability*

- Offers High Availability Active-Passive Mode
- Detect Failure & Redirect Traffic to Secondary Server
- Avoids Data Loss and Downtime

Alert Management

Email Based Alerts

- Event Based Customizable Email Templates
- Schedule Alerts for Renewal/Package Expiry
- Alert Users on Bandwidth Switch Over
- Dunning(Configuration DynamicTemplate & Forward Various Level of Alert messages over Mail)

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
- WhatsApp notification

Pop-up Window for Live Users

- Alert Users In-case of Login/Logout/package Expiry Date
- Pop-up Live Message for Network or Technical Problems

Web Filtering**

- Web Categories : Default (37+)
- Block Domains and Ports
- Protocols Supported: HTTP, HTTPS
- Block Malware, Adult Sites
- Custom Denied Message Per Web Category
- Safe Search Enforcement for Bing

CRM

- Profile Management
- Sales Management
- Customer Verification
- Collection Management
- Trouble Ticketing
- Lead Management
- Field Management
- CRM Dashboard

*Add-on Modules

**New Features



24online CRM Overview

CRM is a Basic Need of All Organizations for Customer Details and Work Flow Management. With the Increasing Demand in the Market for CRM and Trouble Ticketing Features, 24online is Powered with 24online CRM and 24online Trouble Ticketing Solutions. The CRM Features of 24online are Integrated with 24online SMS Solution Which Enables Customers to Enhance Business Operations and Performance Effectively Designed and Developed for ISPs, Consider in the Business Requirements and Processes.

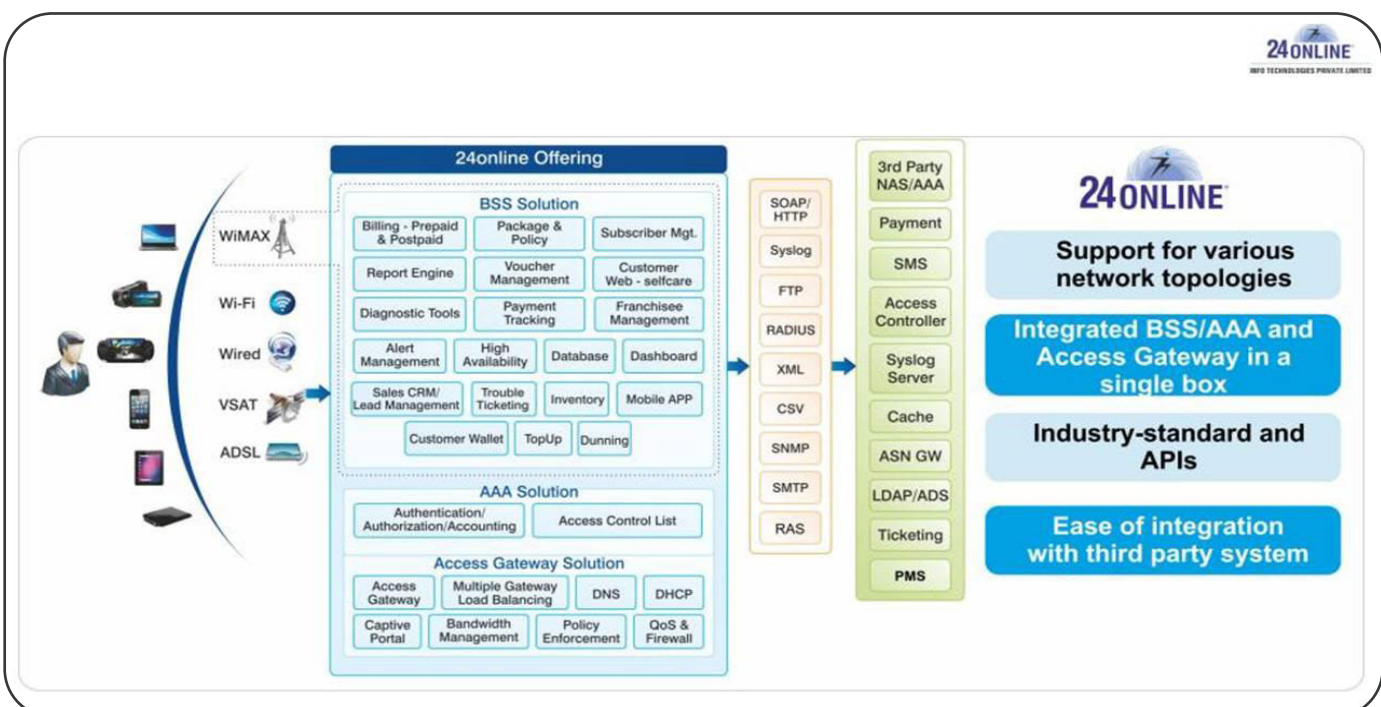
In the Multi-vendor Environment, 24online tends to offer a Comprehensive ISP Solution Which includes Service Management System (SMS) and CRM Solutions on the Same Platform. This is to Reduce Time, Effort, Cost Stipulating Customer Requirement with a Bundle of Tailored Features.

- ◆ Lead Generation to Service Installation
- ◆ Customer Management to Business Workflow
- ◆ Ticket Generation for Incident Reporting and New Request
- ◆ Comprehensive Reporting for Business Analysis

Solution Architecture

*Addon Modules

**New Features



Features

■ Profile Management**

- Create User Management
- Assign Access control
- Edit/Delete Manage Users
- Customer Acquisition Form (CAF) Support

■ Sales Management**

- Lead Status Details
- Target Potential Customers
- Focused Sales Approach
- Opportunity Reports

■ Customer Verification & Collection Management**

- Design, Implement & Evaluate Business Workflow
- Verify Customer Documents & Payment
- Payment Collection Management
- Track Due & Advance Payment

■ Trouble Ticketing

- Track, Detect, Report & Resolve Issue
- Associated with Customer Account
- Generate Ticket Via E-mail, Call & Online Form
- Allocate, Escalate, and Close Ticket from TT
- Unique Ticket ID Generated to Track Tickets
- Different Types of Issue Registered Reports
- Periodical Reports of Issue Registered

■ Lead Management**

- Build Customer Contact Information
- Churn-out Sales Ready Contacts
- Align & Allocate Leads
- Maintain Uniformity of Customer Information
- Lead Status Reports

■ CRM Dashboard**

- Interactive Dashboard with Frequently Used Menus
- Real-time Control Panel
- Add/Remove Widgets as Needed
- View Graphs and Reports from Control Panel

■ Field Management**

- Capture Customer Orders
- Check Feasibility
- Edit or update Customer Order Details
- Add or Access Customer Documents
- Customer Account Bound with Sales Executives
- Unique Order ID for Tracking
- Complete Reporting of Orders

■ Inventory Management

- Advance Product Categorization
- Stock Tracking and Alert
- Multi Location Inventory
- Product Issue, Issue Return Management
- Purchase Order & Return
- Receipt & Receipt Return
- Product Transfer Between Locations
- Supplier & Customer Management
- Invoice Generation & Management
- Report Generation
- Role Based Access Control

■ Finance Module

- Finance Adjust Report
- Finance Payment Report
- Finance Unpaid Invoice Report
- Finance Billing Report
- Account Statement Report
- Security Deposit Report
- User Status History
- Finance Aging Report

24ONLINE User & Field Force Mobile APP

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24Online
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Current Status

👤 Username: test

📅 Last renewal date:

📅 Expiry Date: Oct 3, 2022

💰 wallet balance: ₹-1.0

Activities

👤 User Info	⋮ Change Password	📄 Usage Info
📄 Renewal History	📄 Invoice Detail	📄 Tickets
💰 Payment Status	⋮ Topup Using Pin	📄 FAP Usage

🏠 Home

USER APP

User Mobile App

- ☑ Users can login through app to access Wi-Fi
- ☑ View payment history, password and usage details
- ☑ Contact ISP support team and generate tickets for queries
- ☑ Modify, renew, and purchase internet package
- ☑ Access My Account through mobile app

Field Force App

- ☑ Capture Customer Orders
- ☑ Check feasibility
- ☑ Edit or Update customer order details
- ☑ Add or access customer documents
- ☑ Customer account bound with sales executives
- ☑ Unique order ID for tracking
- ☑ Complete reporting of orders

☰

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Activities

←
Sales Management

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🏠 Home

Field Force APP

www.24onlinebilling.com
sales@24onlinebilling.com

● 3rd Party Integration

24online RADIUS is well integrated with major 3rd party BRAS/ BNG/DPI/Access Gateway as well as 3rd party WIFI Access Point/Wireless controller.

● BRAS/ BNG/DPI Access Gateway



● WI-FI Access Point / Wireless Controller



● SMS Gateway Integrations



● Payment Gateway Integrations



Major Multi-tenant Features

- Subscriber Management System (SMS) & Hospitality Internet Access(HIA) in a Single Appliance
- Manage Multiple Property Management System (PMS) from Centrally for Multi Location Property
- AD/LDAP Integration for Different Tenant
Separate Interface / Portal
- Individual Customize Captive Portal for Tenant
- Individual Customize SMS / Email Alert for Tenant
- Individual Report for Different Tenant
- Individual User Management for Different Tenant

SMS Series



SMS 100iX



SMS 200iX



SMS 500iX



SMS 1000iX



SMS 1500iX



SMS 1500iX-Plus



SMS 1500iX-Pro



SMS 2500iX



SMS 2500iX-Plus



SMS 2500iX-Pro



SMS 1500iX-Pro Plus



SMS 5000iX



SMS 5000iX-Plus



SMS 5000iX-Pro



SMS 5000iX-Pro-Plus



SMS 10000-iX



SMS 10000-iX-Plus



SMS 10000-iX-Pro



SMS 10000-iX-Pro-Plus

Sr. No	Server Name	Max Data Throughput (Standalone-Mbps)	Max Data Throughput (NAS Mode-Mbps)	Max Concurrent Users (Standalone-No.)	Max Concurrent Users (NAS-No.)	Max Concurrent Users (RADIUS-No.)
1	100iX	250	300	150	200	1000
2	200iX	350	400	300	350	1500
3	500iX	500	600	600	700	2000
4	1000iX	800	900	1000	1200	5000
5	1500iX	1000	1200	1500	1800	8000
6	1500iX-Plus	1200	1400	1500	1800	9000
7	1500iX-Pro	1500	1700	1500	1800	10000
8	2500iX	2000	2200	2500	2700	15000
9	2500iX-Plus	3000	3200	2500	2700	20000
10	2500iX-Pro	3500	3500	3000	3300	25000
11	2500iX-Pro-Plus	3500	3800	4000	4500	28000
12	5000iX	4000	4500	5000	5500	32000
13	5000iX-Plus	4500	4500	6000	6500	36000
14	5000iX-Pro	4500	4800	7000	7300	38000
15	5000iX-Pro-Plus	5500	5800	8500	9000	45000
16	10000iX	7000	7500	10000	12000	55000
17	10000iX-Plus	9000	9000	11000	11500	65000
18	10000iX-Pro	9000	9000	12000	13000	65000
19	10000iX-Pro-Plus	10000	10000	15000	18000	80000

◆ Clientele

Global ISPs & Telcos




24 ONLINE™

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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, VAST and LTE. With more than a decade of experience, we offer the world class solutions in the most cost-effective way.

