Case Study

Hotel Harmony in Ethiopia Selects 24online HIA Solution

In Nutshell

› More than a decade of product experience/ solution development
› Supports next generation services
› Acknowledged player in Telecom & Hospitality industry
› Caters Wired, Wi-Fi, WiMAX and VSAT Networks
› Plug-n-play solution

24online HSIA solution manages internet access network at Harmony Hotel, Ethiopia

Customer	:	Hotel Harmony, Ethiopia
Industry	:	Hospitality Industry
Objective	:	Successfully deploying 24online HIA solution at Harmony Hotel offering wireless connectivity to guests
Statistics	:	24online HIA 200iX solution is successfully deployed at Harmony Hotel, Ethiopia with rich set of features.

Company

Harmony Hotel is a four star ambitious international standard hotel having traditional values intact with latest modern amenities. It's a first class hotel offering 150 luxuriously designed rooms categorized into Standard twin rooms, Sheba queen rooms, Royal king rooms, Deluxe rooms, Emperor suite rooms, Junior presidential suite rooms, and Presidential suite rooms.

Other offerings of Harmony Hotel includes a full-fledge health centre having massage services, morocco bath, gym, beauty salon, and other services; swimming pool, Jacuzzi, Bars and restaurants, meeting rooms, banquets, and business centres.

Harmony Hotel, Ethiopia wanted a comprehensive bandwidth management and internet billing solution to offer seamless wi-fi access to their guests across the hotel areas. 24online suggested Hospitality Internet Access solution based on the requirements placed by them. 24online HIA solution will facilitate Harmony Hotel offer high-speed wireless internet connectivity to their guests.

Challenge

It has become necessary for hotels to offer exceptional experience to guests during their stay. This can be achieved by providing value-added services. Making wireless internet connectivity available can be useful for hotels to derive increased guests engagements and hence greater business value.

Harmony Hotel, Ethiopia desired a flexible solution that can integrate their existing PMS, manage guest authentication, control bandwidth consumption,

maintain usability of increased number of mobile devices, and bill guests based on their usage.

The solution was expected to be compatible enough to communicate with PMS used in the hotel. It should facilitate to create different plans and packages according to which different pre-paid vouchers can be designed and availed in printable format for the guests. Harmony Hotel wanted a comprehensive solution to offer high-speed wi-fi service to guests across all areas of the hotel.

Solution Provided

Considering all major requirements and hotel's network architecture, 24online offered a PMS compatible solution which can smoothly manage bandwidth distribution among all guests, take care of billing them on their usage and package assigned by easily communicating with PMS, generate walk-in coupons according to the requirements, perform authentication process to maintain network security and deliver different reports whenever required.

Package Management

24online allows admin to create different type of plans based on time or usage as per the requirement. It facilitates package and policies creation features using which admin can create different packages and allot them based on user type.

User Management

24online's user management feature will help admin to manage all users and view connected users in the network instantly. It facilitates to add, update, delete, or search package details of the user and keep continuous track of complete user details like package details and bandwidth usage.

Individual data plans can be assigned to users and also restrictions can be defined for user groups, i.e. restrictions on quota, security policy, and speed may vary for varied hotel guests and hotel staff.

Walk-in Pins Module

Harmony Hotel, Ethiopia required a solution that can offer credentials details to guests in a coupon format to login and access their wireless network. To serve this requirement, 24online offered a solution having walk-in pins module enabled allowing hotel admin to create printable walk-in coupons based on different data packages attached. This also enables instant subscriber registration for walk-in guests and allows internet access.

Captive Portal Capabilities

Harmony Hotel needed a solution that enforces all guests to pass through an authentication process by which the hotel network is protected against any malicious threats and misuse of wireless connectivity. So, 24online offered its captive portal functionality which restricts all unauthorized users and malicious threats to network.

The captive portal technique forces unauthenticated users' http request to a web page before surfing the Internet normally. This page may reside within 24online or it can be hosted on third party portal as well. 24online also makes client login process more attractive with the help of multiple options using which admin could customize the page according their requirement. Using this feature hotel administrator can create own client pre and post login page using different templates. Administrator can also add URL, redirect the client page to personal website or upload advertisement and messages for clients.

PMS Integration

24online is integrated with various PMS like Micros, Shawman, SAP, Fidelio, IDS, etc enabling hotels to offer combined billing of internet access and other services to guest on checkout. 24online also offers the integration flexibility with any third party PMS that is being used in the hotel.

Bandwidth Management and Internet Billing

The comprehensive 24online solution is responsible for performing billing of bandwidth used by the guests in the hotel. Thus, 24online offered solution by which hotel guest could purchase internet package directly after following the authentication process entering the room no. and registration no. (configurable) of the guest. 24online placed the complete list of package on the client login page by which user can purchase the package and select the package as required. As soon as the package is purchased by the guest, 24online sends the purchase request to hotel PMS and billing details is sent to the PMS accordingly. With the help of this admin was also allowed to generate multiple reports related to guest checked-in, checked-out, session, sites visited, and data transfer reports.

Thus, 24online's loaded features offered complete support to the laid network setup almost without any interruption and catered all clients/guests with smooth, fast & secured distribution of bandwidth.

Reporting
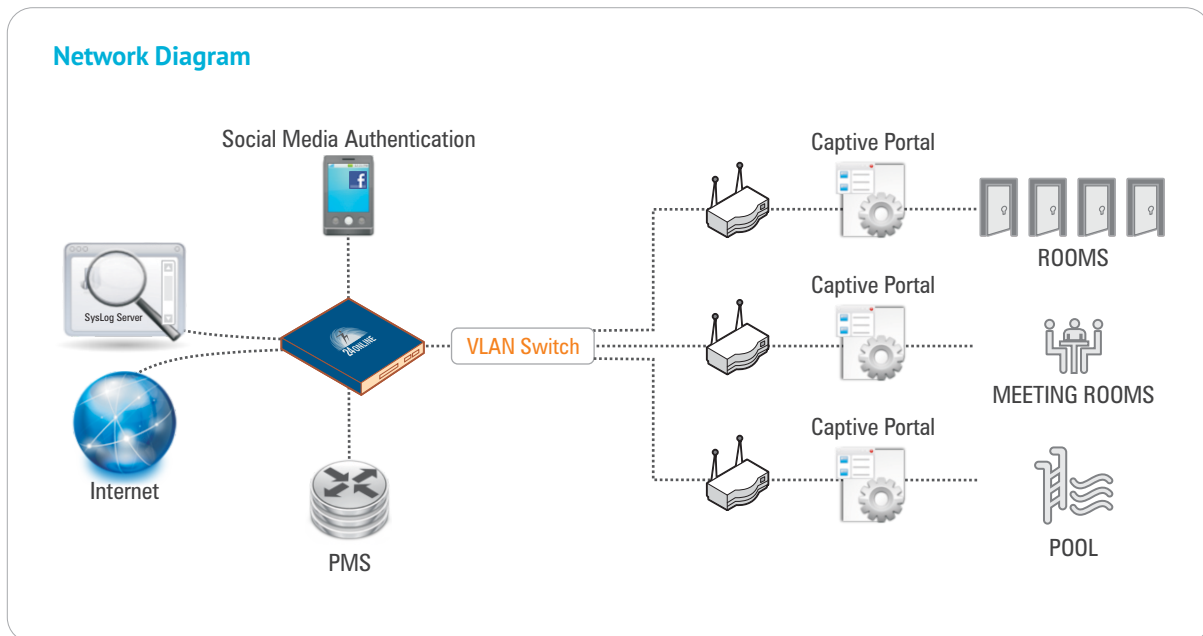
24online offers an advanced feature – Web surfing

logger, by which an easy tracking of websites and applications surfed by guests can be done. This feature is complied with the instructions issued by the government bodies. With the help of this module, regular reports in printable and graphical format can be obtained listing down the surfing details of each guest. Moreover, it also helps to ensure about network security and in case of any malicious activity occurrence it makes easy to evaluate by reviewing reports stored in the system.

Mr. Andualem Taddesse,
IT Head,
Harmony Hotel

"We decided to implement 24online HIA system mainly for its rich set of features, easy integration with existing network, its support of the major protocols and simplified management. Overall the support received has been very remarkable.

We desired to provide a secure and seamless internet access to our guests and cater multiple devices carried by them throughout our property. By deploying a centralized 24online our guest internet access has been automated with authentication and our bandwidth is well managed, simply interfaced with our existing hotel PMS system. With the voucher management features our conferences and walk-in visitors are easily managed. Reports provided give us the analytics required to improve our services well in advance. Guest connectivity issues have decreased, troubleshooting has been easier and it has successfully improved the overall internet service quality and provisioning in the hotel."

Network Diagram

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.

Contact Us
sales@24onlinebilling.com