



24online HIA solution with hotel-friendly features deployed at Nicon Luxury Hotel, Nigeria Africa



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

Customer : Nicon Luxury Hotel, Nigeria Africa

Industry : Hospitality Sector

Approach : 24online's authorized partner – Fibrelinks Solutions approached 24online for deploying a comprehensive solution for Nicon Luxury hotel, Nigeria. They needed a solution facilitating them to offer wireless connectivity to guests throughout the hotel property.

Statistics : 24online Hospitality Internet Access 500ix solution is deployed at the hotel with 150 user license. The solution is enabled with data transfer module, walk-in pins module, and PMS integration.

Company

Nicon Luxury Abuja is a luxurious and boutique hotel having 253 guest rooms which include 22 suites, highly equipped ultra modern conference rooms, a lobby bar, a poolside restaurant, a harbour bar, a pastry corner, and a Mediterranean restaurant. Other facilities of the hotel include gymnasium, steam room, lawn tennis court, spa centre, indoor squash, exquisite business centre, and ultra modern swimming pool.

Nicon Luxury Hotel desired to offer wireless internet connectivity to its guests throughout the hotel property. On understanding hotel's requirements, 24online deployed its hospitality internet access solution catering them to offer flawless connectivity facility and manage their internet access network effectively.

Challenges

Nicon Luxury hotel was looking for a comprehensive solution that enables them to create customized internet packages as per their requirements, allocates and controls bandwidth consumption amongst guests, and provide logs reports for references.

They needed a solution that has an effective guest authentication process allowing only authenticated guests to enter hotel network and access internet. The solution should be able to integrate hotel's PMS [Property Management System] to easily

communicate at the time of authenticating guests and for processing billing and accounting actions. It should facilitate hotel administrator to create customized internet packages based on the requirements. The solution should have a walk-in pins module which facilitates to create and design walk-in vouchers based on different internet plans. These vouchers can be availed in printable formats for the guests having necessary credentials. The reports based on guests usage and bandwidth consumption should be available to easily manage and understand web-traffic and review for controlling overall usage.

Solutions

A Comprehensive 24online HIA Solution

A comprehensive 24online HIA solution is deployed at Nicon Luxury hotel that can manage bandwidth distribution and consumption, authenticate guests before allowing to access internet, generate walk-in coupons, and generate necessary reports. 24online's hotel management module is enabled in the solution to easily access all features related to hotel. The hotel's PMS is integrated for easy communication.

Bandwidth Management and Control

24online's bandwidth management feature allows hotel admin to define minimum and maximum bandwidth to be allowed for each package. Admin can also perform bandwidth restriction for users after their specific amount of data usage or after specific time period. With this feature, hotel admin can also configure and offer limited free internet service having complete control on bandwidth consumption.

AAA [Authentication, Authorization and Accounting]

24online solution deployed with AAA feature manages authentication of guests, authorization for appropriate level of service, and reliable accounting based on the usage. It provides authorization based on IP and MAC addresses and comprehensive accounting based on time, duration, and usage. 24online redirects unauthorized guests to a web-based authentication page, delivering secured access from the network.

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. The existing PMS of Nicon Luxury Hotel is successfully integrated with 24online solution. This enables 24online solution to communicate with PMS for authenticating guests on receiving access requests and for performing package purchase and internet billing related actions.

Package Management

24online allows hotel 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 room wise in a hotel.

Walk-in Pins Module

Nicon Luxury hotel required a solution that can generate walk-in coupons having login credentials based on the internet packages offered. 24online solution enabled with walk-in pins module allowing hotel admin to create internet packages and generate coupons based on different packages attached. These walk-in coupons can be made available at the hotel reception as pre-paid vouchers. Walk-in pins enable instant subscriber registration for walk-in guests and allow Internet access.

Captive Portal Capabilities

Nicon Luxury hotel required a functionality by which all their guests passes through an authentication process so that their hotel network is secured and protected by any malicious threats or misusing. 24online deployed a solution with captive portal capabilities which capably restricts all unauthorized users to enter the hotel 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.

Data Transfer Module

24online solution deployed at Nicon Luxury hotel is enabled with Data Transfer module by which hotel admin can have control over bandwidth consumption among guests. With more use of mobile devices and laptops, it becomes necessary to define certain conditions on upload/download usage limits. This configuration can be done from data transfer module.

Reporting

Reports are essential part which helps in managing the system efficiently and providing qualitative service to end users as well as avoiding malicious attacks to the system. With help of this feature and list of options, one can generate different types of reports on bandwidth consumption, Internet packages, and active/inactive users as well as audit reports, availing details of each and every aspect of the system and user's usage.

Bottom Line

Mr. John Cletus,
IT Manager,
Nicon Luxury, Abuja

“Nicon Luxury is a property with state-of-art amenities including wired and Wi-Fi services across its 253 luxurious guestrooms and 22 suites. We were looking for solution that could enable us to create customized internet plans, manage bandwidth and provide complete log of users. Deploying 24Online has provided us a comprehensive platform to not only manage our internet access network smoothly but also simplify the Wi-Fi services.”

About 24online

Sterlite Technologies' Telecom Software Division – Elitecore is a global IT product and service provider. It offers pre-integrated BSS, Packet-core, Carrier Wi-Fi solution and Enterprise solutions. Elitecore's enterprise line of business offers 24online Service Management System (SMS) and 24online Hospitality Internet Access (HIA) catering to ISP and Hospitality segments.

24online is a next generation Internet Access and Bandwidth Management solution catering to Hospitality, Public Wi-Fi Hotspots, Smart Cities, and Internet Service Provider (ISP) segments. The solution offers flexible prepaid and post-paid billing features, AAA and bandwidth management with reporting functionalities. The product has a large client base of 3500+ installations that extends to 60+ countries.



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