



24online Internet Billing and Bandwidth Management Solution Deployed at CEO Serviced Office, Australia



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

The Bottom Line

“ After deploying 24online solution in the network, we are observing visible changes in the bandwidth consumption and ROI which has enabled our network architecture and business processes respond quickly to need of clients. Dedicated support from 24online and their solutions has made the internet service provisioning much smoother and efficient. ”

24online Service Management Solution deployed at corporate offices for CEOs for overall bandwidth management and internet billing facilities

Customer : Corporate Executive Offices (CEO) - Serviced Offices, Australia

Industry : Corporate

Solution : Internet Billing and Bandwidth Management Solution

Objective : Offering a comprehensive and plug-n-play solution which supports the business center. Solution that has comprehensive bandwidth management and bandwidth billing features.

Approach : Corporate Executive Offices (CEO) approached 24online with various requirements of managing their network with a bandwidth manager, access controller and solution by which one can efficiently manage their internet provisioning service to different client companies.

Statistics : Currently 24online has been deployed at 12 office locations of CEO offices, catering to increasing subscriber base in the network.

Company

The CEO serviced offices, also known as business centers, offer an established, specialist team of professionals with the instant and flexible ability to deliver business resources tailored to the company's specific needs. CEO leases large office space and fit it out with offices of differing sizes and formats, added state-of-the-art equipments with constant and high-speed internet facility. Small to large businesses occupy the space needed, enjoying total flexibility on tenancy periods, leased areas and business services. Corporate Executive Office (CEO) is renowned for its premium locations, quality service and attention to detail.

CEO is premium client of 24online with SMS solutions embedded in their network. 24online offered an apt solution for **bandwidth management, access control**, and maximized revenue with **internet billing facilities**.

Existing Structure

The existing network at CEO had high speed internet connection which was undistributed to different offices. Due to the lack of bandwidth management solution it was difficult to provide specific amount of bandwidth for video conferencing, meetings, or visitors at the same time. Managing the wired and wireless network simultaneously was also difficult. Offering wireless internet to users without password authentication was also a threat to the network. The network needed a comprehensive solution which could perform bandwidth management and limit the bandwidth consumption of users after certain usage, as well as allow only authenticated users in the network.

Challenge

IT Manager, Nathan Marcelo of Corporate Executive Offices (CEO), clearly defined the current needs of existing network and requirements of solution to be deployed. The authority was looking for a comprehensive bandwidth manager, which offered complete bandwidth management features and restricts high consumption of data transfer as well as bandwidth so that fair distribution of bandwidth can be maintained among all users in the network.

The system should be a plug-n-play solution which can be installed without disrupting the existing network. It should efficiently manage and controls bandwidth as well as maintain logs of each and every user surfing from the CEO network. The system should provide live monitoring of bandwidth of all users, bandwidth usage graph, bandwidth consumption report and details of data transfer done by each user in the network.

The system should facilitate creation of different networks for different clients, and add set of users for them. Facility to create different internet package and internet provisioning according to the package should be allowed.

Why 24online

We did extensive market survey; analyzed various available options in the market but our search zeroed at 24online internet billing and bandwidth management solution. 24online's strong experience in providing solutions to various Corporate, Telecom, Hospitality and Aviation industry, it had all major features that we expected and required to manage the network, said Mr. Michael Benson, Chief Finance Officer (CFO), CEO Office.

Solution

Based on the various requirements placed by The Hotel Oberoi and partner Ozone Networks, 24online planned the solution development such a way that it can accomplish all the requirements of the property.

24online Deployment in Multi-Mode

24online readily offered its standalone mode solution, in which 24online also acts as NAS responsible for access control, bandwidth allocation, restriction captive portal capabilities, DHCP, bandwidth policy enforcement, user access control, and communication with RADIUS. And 24online also acts as AAA for performing the Authentication Authorization and Accounting functionalities of all the users and maintaining entire user logs in the system. All IP pools are created in 24online, and user requests pass through 24online. The single standalone solution is comprehensive enough to manage both the functionality in the single box. Complete information of the users like usage details, policies and internet plans created for different clients will be stored in the 24online database.

Leased Line User Management

24online offered its leased line user module by which each client in the CEO office premises will be added as a leased line user. With the help of this feature, clients need to authenticate each time they login, and enjoy seamless internet access. Leased line users are registered users in the network.

Bandwidth Control

24online bandwidth management functionality includes various options by which one can easily define minimum and maximum bandwidth to be allowed for each plan. It also offers the facility to define the time band for each package, by which the amount bandwidth can be defined for specific time slots. With the help of this feature, high consumption in stipulated time is restricted and bandwidth wastage is avoided.

Internet Billing

Based on the number of users (clients) added in the network, each client is given different internet plan and added as different group of users. The system will automatically rate and charge each group based on their usage. Separate invoice is created every month (configurable) for each client. So overall bifurcated billing and invoice can be provided to each office at the end of month.

Extensive 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. 24online MIS and Audit log reports, provide complete details of data transfer, 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. 24online has also provided Websurfing Logger which helps in logging each and every URL or webpage that any user has surfed using the network.

Network Diagram



About 24online

24online has pioneered the internet billing and bandwidth management solution in India and today enjoys major market share in the Indian ISP segment. 24online has a vast client base with over 2,400+ installations across the globe and a presence in over 40+ countries such as USA, Australia, India, Saudi Arabia, UAE, Greece, Nigeria, Tanzania, Uganda, Kenya, Iraq, Afghanistan and Bangladesh, catering to more than 2 million subscribers.



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