



Hospitality Internet Access (HIA)

Overview

The motto of the hospitality industry is to offer the most qualitative and competitive services to guests visiting the hotel. They strive to provide the best in class services that has the WOW! factor by which more guests are attracted. And properties like hotels, malls, resorts, and motels are observed becoming a destination of choice for the travelers and visitors needing instant access to Internet to be connected with their office. Most venues have already deployed HIA to offer instant and immediate access for their guests. The point to be considered is not 'whether' the solution should be deployed in the property but the point is 'how' secured, reliable, profitable and economical is the solution.



24online HIA offers complete Wired and Wireless (Wi-Fi) Internet management solution to chain of hotels anywhere in the world or to standalone hotels so that they can offer Internet to guests anywhere on the property premises. 24online solution integrates seamlessly with hotel PMS - Property Management System - allowing hotels and apartments to integrate Internet charges to the common guest bill. A secured solution in compliance with the lawful interceptions issued by the government bodies (TRAI / DoT) to provide secured Internet services. 24online HIA is compatible to accommodate hospitality properties with 50 to 5000 rooms. And clients have the benefit to choose the required solution from the range of platforms offered, depending on the hotel network. All it requires is just plug-in bandwidth from ISP and it is up and running!



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Benefits

24online solution is designed to be easy to setup even for non technical personal. Hotels save their valuable configuration time as 24online allows setting up and running system within hours. Once 24online billing is set up, it has RADIUS, billing and guest management all ready to go.

24online is truly Plug & Play, requires no user configuration whatsoever on the guests' laptops. 24online is a comprehensive solution facilitating customized Internet coupons and plans. It is flexible enough to easily allow framing various policies based on hours/days, data usage and discounts enhancing guests' satisfaction level.

24online permits hotels to manage and monitor various franchisees for their access and administration to reduce revenue leakages. It also enables hotels and franchisees to promote and generate extra revenue for their business by way of branding opportunities. 24online allows for the initial splash page to brand the establishment and hotel administration can modify the user interface for new conferences and events as they happen. 24online enables automatic user creation and activation. It supports auto-deactivation of account and auto-purging of deactivated temporary or walk-in users. 24online also facilitates online payments and guest self-subscription reducing operational costs for hotels.

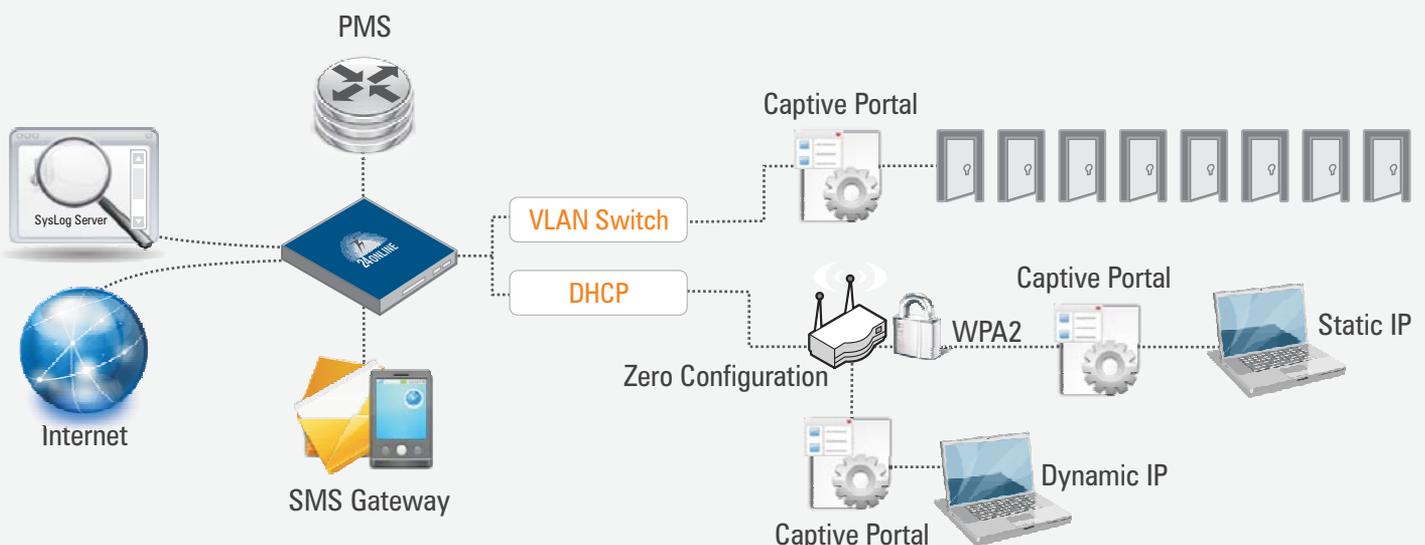
24online can be customized on all levels to suit any language and to change the user and administration interface. It supports using any currency, floating point values and multiple taxes.

24online Deployments

24online meets the requirements of hotel & apartment chains with worldwide locations, offering centralized controls and a common user database through a centralized 24online server at the Network Operations Center (NOC). Access Controllers at the distributed locations communicate with the centralized server for authentication. 24online facilitates room wise - location wise schemes, differential rate plans, PMS integration and location based charging on premises, enhancing profitability. It also enables location wise attractive user login page for single location or multiple locations as per the hotel network.

Hotels & service apartments can deploy access points on each floor and on the premises, offering Internet services to guests. A centralized 24online server controls usage and offers cost-effective billing and bandwidth management functionalities that include billing based on hours/days and data transfer

Network Diagram



Features & Facilities

Authentication, Authorization & Accounting

24online offers an advanced and robust AAA which incorporates captive portal capabilities and accounting of several guests easily. It provides authorization based on IP and MAC addresses and comprehensive accounting based on time, duration, and usage. 24online supports PPPoE* and SOAP protocols and is also available with an inbuilt server.

Billing

24online allows hotels to offer their guests with flat, flexible billing plans supported by pulse-based rating. Hotels can offer promotions and discounts as well as launch date; time and usage based plans to their guests. It also enables carrying third party advertisements on guest invoices and to configure taxes as well.

Bandwidth and QoS Management

24online supports committed bandwidth allocation (CIR), offering high quality service to high-value customers. It also supports burstable bandwidth allocation (CBR), automatically allocating extra bandwidth to privileged guests.

Access Gateway

24online offers routing and static NAT* (Network Address Translation) module that maps dynamic IP addresses to static public IP. It prevents any external threats to guest's computer, as there are direct incoming connections from the Internet are prohibited.

*Property Management System Integration

24online's integration with hotel's PMS enables hotel to offer consolidated billing for Internet access and other services to guest on checkout. 24online is integrated with most of the property management systems used in the hotels like Fidelio, IDS, Shawman, Amadeus, SAP etc.

Zero Configuration Networking

24online allows inexperienced guests to connect their laptop and access internet automatically. 24online creates a usable IP network for guest without configuration or special server.

Seamless Roaming

Seamless roaming between wired and wireless network gives the liberty to guests to change interface and freely roam between his room and hotel public areas. 24online offers login once by which guests need not follow the authentication process each time while switching from wireless to wired network. The box incorporates the functionality of authentication /charging or no authentication during switch over.

Room-to-Port Mapping

24online offers room-to-port feature using which admin can relate room number (user) with specific port of VLAN switch and assign individual IP to each room. By assigning individual IP, guest is restricted to surf from cross-room surfing. Moreover, the bandwidth provision for guest plan can also be provided dedicatedly instead of on-sharing basis. Thus the quality of service as well as the security both can be maintained with help of this feature.

Dynamic Plans Selection

Guest can choose plans according to his / her requirement after authenticated in the system. This would avoid manual dependency of hotel admin staff to generate plans based key or registering the guest details.

*Coupon Management

24online coupon management facilitates multiple voucher generation, which can be restricted by Internet plans or hotel's various franchisees. The prepaid coupons enable instant access Internet regular and walk-in guests. 24online maintains multiple templates for customization by hotel & franchisees with branded voucher and coupon printing. Guests can avail instant internet access using the pre-paid coupon. This module eliminates the requirement of creating/registering guest account before accessing internet.

*SMS Gateway

Now mobile phones can be used to exchange business information swiftly and in secured way. 24online offers advanced feature which can be configured to send Internet username & password directly to the guests on their mobile number. You can also maintain the SMS authentication process using this feature.

*Payment Gateway

24online is integrated with secured and famous payment gateways available in the market like HDFC, Paypal, Payseal, Tech pro etc., which allows you to easily avail online payments for plans and provide registration-renewal service to guests and visitors in the hotel.

*WebSurfing Logger

24online offers an advanced feature, Web Surfing Log, using which you can maintain the track of websites and applications surfed by guests. Complete reporting of the surfing details of guest can be availed in different printable and graphical formats which ensures the security of the network as well as in maintaining the network performance and productivity.

*NetKapture

24online has come up with an advanced feature which acts as 'watchman' of your network, taking care of each and every protocol request sent and received by the network. The benefit of this feature is that it can easily trace all the logs, and admin can generate different types of reports using this feature. It's an ideal feature which is highly in-demand for hospitality and ISP clients.

Captive Portal Capabilities

24online solution offers attractive guest login page branded accordingly for single property location or multiple properties at different locations. The portal page intercepts browser home page request to the URL defined which restricts unauthenticated guests from surfing. 24online user interface supports walled garden sites, or unauthenticated access to specific websites like hotel website or advertisement URLs.

User Friendly & Attractive GUI

The rich look and feel of the GUI has been designed according to the attractive and eye-catching stylish designs expected in the hospitality industry. The entire configurations in the solution can be easily managed from a single page, and similarly all the required features can be managed from the control page. Hotel admin can avail complete details of guest checked-in/out, plans purchased etc at a single glance. In addition, most reviewed pages are categorized separately which reduces the navigation process for hotel admin managing the solution.

Note – For availing features marked with *, additional modules of 24online need to be registered.



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