

24online Deploys Bandwidth Management at Africa Airtel OPCO –One of the Leading Internet Service Provider in Africa



In Nutshell

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

The Bottom Line

“ After deploying 24online in our network, we have clearly observed the increase in scalability and commendable decrease of revenue leakage as well as bandwidth management operations has been smooth. Customer satisfaction was icing on the edge. Also post using NOKIA BNG with 24online Billing Management & AAA, the solution catered for high range with all integration seamlessly. ”

24online Deploys Bandwidth Management at Airtel Africa – The Largest Enterprise Internet Service Provider in Africa.

Customer : Airtel Africa

Industry : Telecom Industry

Solution : 24online Advance AAA solution includes high-availability, data transfer module reporting, payment gateway module, SMS gateway module and Auditlog reporting.

Objective : To deploy a solution catering all challenges and needs of Airtel Africa making their complete bandwidth management and internet billing process smooth.

Approach : Manager - IP MPLS Core & Security of Airtel Africa, approached 24online with various requirements for the purpose of offering flawless internet service to its enterprise, FTTH, LTE 5G, Broadband users. They needed a standalone solution helping them to provide most stable internet service to Airtel OPCO users.

Statistics : 24online SMS solution deployed all across the Airtel Africa OPCO's in Standalone mode as well as 24online RADIUS-NAS mode. Currently they are using NOKIA BNG as Access Gateway which is integrated with 24online AAA. Also, integration of CISCO BNG done for Airtel.

Company

Airtel Africa plc, trading as Airtel, is an Indian multinational company that provides telecommunications and mobile money services in 14 countries in Africa, primarily in East, Central and West Africa. Airtel Africa is majority owned by the Indian telecommunications company Bharti Airtel.

Challenge

Airtel Africa wanted a comprehensive bandwidth management solution helping them to raise the benchmark of customer experience by providing, maintaining and delivering cutting edge services.

The requirement placed by Airtel includes, "There is a need of a complete solution allowing us to create and offer variety of internet plans such as IPOE PPPOE as per the market needs and trends. The solution should efficiently perform bandwidth management and monitoring along with pre-paid billing functions with single invoice facility for multiple services. The solution should facilitate creation of different packages offered, that can be availed by users. The solution should allow admin to define and allocate different quota limits for each user or package. The solution should support high availability feature, in case of network/hardware failure, the auxiliary appliance will take over the charge and process entire network traffic. This will help them to deliver continuous connection service to their customers, reducing downtime to add customer satisfaction, and avoid revenue loss."

Solution

A comprehensive solution addressing all challenges placed by Airtel Africa Limited was deployed by 24online. The solution deployed can capably manage bandwidth for Airtel Africa perform bandwidth management functions to their enterprise customers as per the requirement, and provides network security & stability.

Internet Billing and Bandwidth Management

24online's bandwidth management functionality allows defining minimum and maximum bandwidth to be allowed for each plan. Also, bandwidth restriction can be done after certain amount of data usage or after certain usage time period.

Based on the number of users added in the network, each client is given different internet plan and added as different group of users. The solution at AIRTEL AFRICA will automatically rate and charge each group based on their usage. 24online will perform complete bandwidth management of each user based on their usage and will create separate invoices.

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 enterprise user wise over WAN & LAN IP's.

Data Transfer Module

24online provided data transfer module by which NOKIA BNG can create different data transfer plans for their subscribers and provide pre-paid/post-paid plans based on upload and download data transfer. With the help of this module, admin can also define data transfer policies that can be used to restrict users from uploading or downloading high amount of data. User is allotted number of data transfer for browsing internet and user remains in active state till the limit of data transfer exhausts. With data transfer policy one can set conditions and allot data limits to create limited & FUP packages.

High-Availability

24online High Availability technology helps to smartly handle user-requests traffic as well as network issues by automatically transferring traffic to the secondary appliance. It benefits in increasing the service credibility, preventing the huge data-loss, and providing continuous connection as well as security service reducing downtime in services and to add customer satisfaction.

MIS 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.

SMS Gateway

AIRTEL AFRICA SMS alerts process using this feature to their subscriber as and when needed. 24online is integrated with Airtel SMPP services also some of the well-known gateways in the market like Bulk-SMS, Hub-Tel, Value-first etc. Administrator can configure the required 3rd party gateway using options given in the SMS gateway menu. In addition, there are options to generate SMS log reports to understand the status of different messages sent from the server.

Payment Gateway

24online is integrated with secured and highly available payment gateways in the market like Airtel Money where administrator easily avail online payments for packages and provide registration/renewal service to their customers along with wallet services. Payment gateway integration in the solution allows real time.

Payments from customers using Airtel Money wallet, credit cards, visacards, debit cards, etc. for purchasing internet plans.

Audit Log

Audit Log is dedicated to store all the actions performed by the user administering 24online. With the help of this feature, you can search transactions or actions like create, manage, edit or delete actions performed in the specified time period and search actions as required. It gives complete details on all the actions performed and actions performed by, with IP address from where the action has been taken and action time. As this feature provides time and duration of action performed, it helps in tracking any unsecured login in admin GUI resulting into data loss.

Payment Tracking

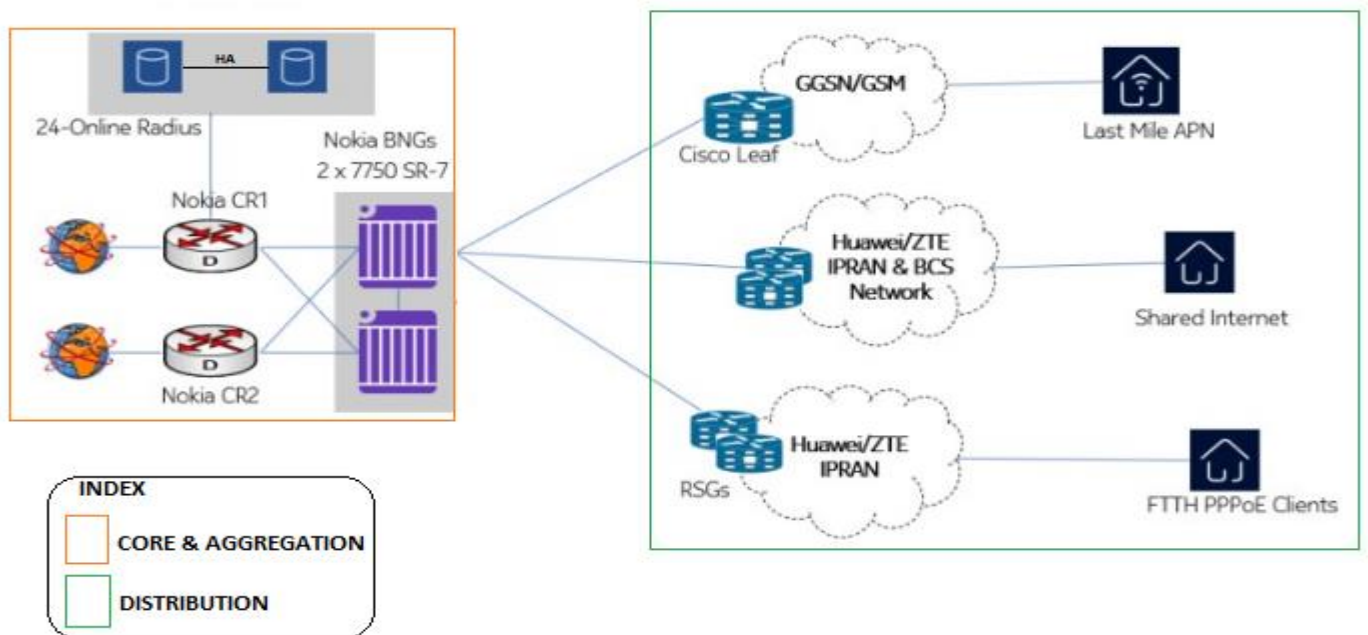
Payment tracking is one stop solution for service providers to record and track payments of customers, zone admins, POP etc. with all credit, debit activities of each network keenly. Following are the type of tracking that are achieved by the Airtel Finance team from the 24online server. Such as Customer Account, System Account, User Account, Customer Liability, User Suspended, Package Purchase, POP Account, Zone Account, POP Collection, Zone Collection, Credit Note, Debit Note, Finance Ageing Report.

Business Benefits:

- With 24online comprehensive solution deployment, Airtel Africa offers high-speed internet connectivity across the Airtel OPCO's.
- With 24online solution deployed with all needed features, Airtel Africa can offer customized internet plans to their clients and deliver internet access on secured networks increasing users' satisfaction.
- With 24online comprehensive solution deployment, Airtel Africa does an easy integration with BNG gateway to make stable Internet solution. Such as NOKIA, CISCO.

"24online solution loaded with all required features aids us to deliver best-in-class customer experience with our services along with smoothly managing our network".

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.