24Online Managed Wi-Fi RADIUS & NAS Solution at Manipal Hospital

manipalhospitals LIFE'S ON

In Nutshell

› Supports next generation services
› Acknowledged player in Backing & Educational Institutes
› Caters Wired & Wi-Fi Networks
› Plug-n-play solution
› More than a decade of product experience/solution

Customer	: Manipal Hospital
Industry	: Enterprise Segment
Solution	: 24Online Managed Wi-Fi RADIUS & NAS solution, including bandwidth monitoring, DHCP Auto-login over prepaid coupon module and complete reporting and High Availability functionality has been implemented.
Objective	: Providing a Managed Wi-Fi solution facilitating State Bank Institute of Leadership to offer flawless wireless internet service throughout to their own staff like doctors, nurses, etc and patients & visitors. The solution should be able to authenticate the users trying to access the Wi-Fi network, manage bandwidth and generate coupons for users.
Approach	: Manipal Hospital was approached by our partner Globetek Infoway in India for complete wi-fi hotspot solution.
Statistics	: 24online SMS 2500ix solution has deployed at MANIPAL HOSPITAL data center as an HA mode with SMS Gateway, Data Transfer Management & Web surfing Logger modules.

Company Background

Manipal Hospitals is one of India's foremost multi-specialty healthcare providers catering to both Indian and international patients. We are a part of the Manipal Education and Medical Group (MEMG), a leader in the areas of education and healthcare. With more than 7500 operational beds, our commitment to the overall well-being of an individual is at the core of everything we do. Through our network of hospitals and experienced team of medical professionals, we provide quality and affordable healthcare to everyone.

At Manipal Hospitals, we are devoted towards clinical excellence, patient centricity, and ethical practices. Our commitment to clinical excellence is palpable in the high caliber of our team of medical practitioners. Our nursing staff and paramedical professionals are highly competent and provide great support to our clinical team Our healthcare services are aligned towards our patients' needs. Creating a compassionate and supportive environment for patients and their caregivers is of utmost importance to us. Our values have constantly supported us to be the best hospital in Bangalore. Our patient-first approach has earned us the goodwill of patients not just from within India, but also from across the world including the Middle East, Africa, and South-East Asia. We attach the highest importance to ethical practices which is evident in our professional conduct, honesty, trust, and confidentiality.

Challenges

The Manipal Hospital wanted a solution that enables smooth Wi-Fi connectivity with authentication process. It is an approaching trend to offer managed Wi-Fi connectivity to their own staff like doctors, nurses, etc and patients & visitors where they can surf internet from their desktop, laptop, mobile or handheld devices.

The Manipal Hospital Managed WIFI network division, clearly slated the requirements of the Wi-Fi approach, "The solution must have the captive portal should be customized as per end customer requirement. they can view the bandwidth uses of their end users and see the reports. The solution has the capability to send WhatsApp notification in every patient after admit on the hospital. Also, the solution should be integrated with our HIS system. The solution should have extensive reporting features enabling admin to understand the usage in manage user traffic."

Solution Offered:

After considering complete requirements, 24online offered:

Bandwidth and Package 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.
24online solution offers dynamic package creation feature using which MANIPAL HOSPITAL can easily create and offer different packages for guest/users as per their requirements.

Data Transfer Module: By data transfer module, defining the amount of quota to be allocated for each user or a package can be done. 24online also facilitates to degrade the bandwidth after specific quota is consumed by the user.

Captive Portal Capabilities: It is necessary that all users accessing library's network should pass thru determined authentication process to secure the network from malicious activities and threats. 24online's captive portal feature offers various options to create and configure pre-login captive portal web pages. Different login templates can be designed and various authentication parameters can be integrated required for different login pages. Also they can change or reset their password within the captive portal.
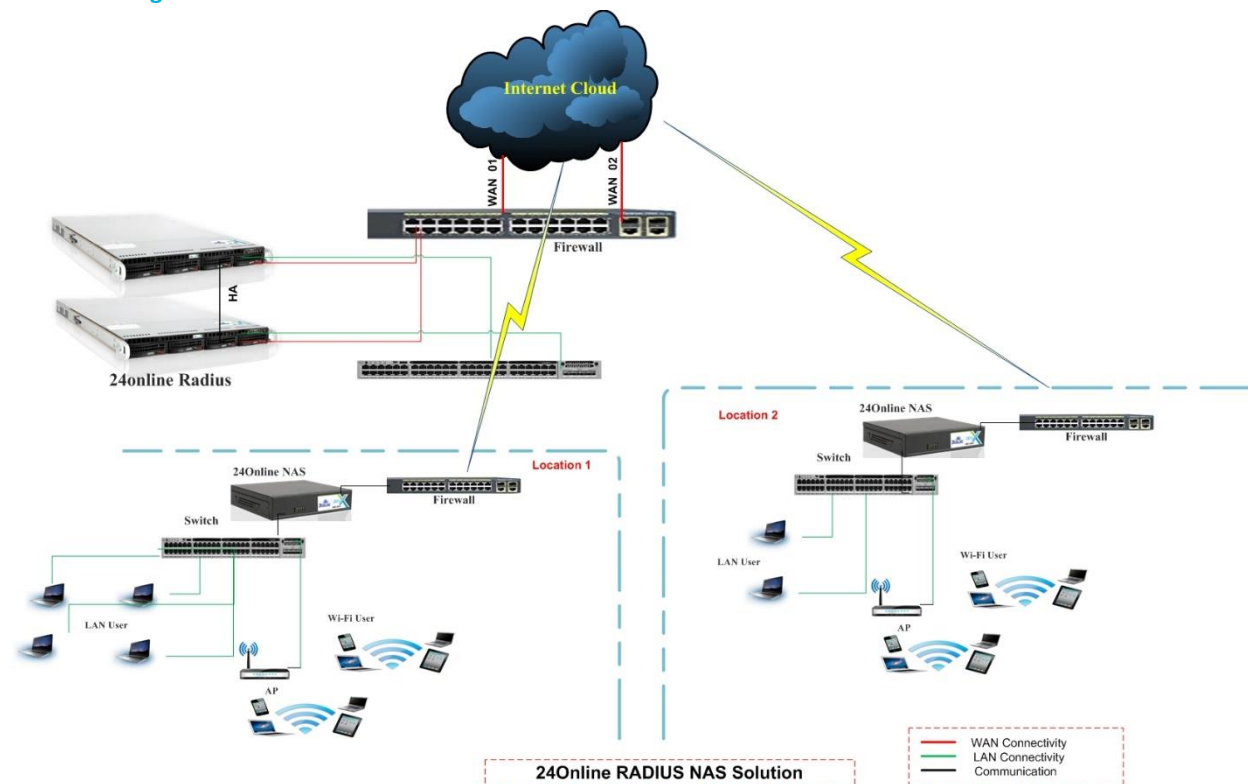
Reporting: 24online offers an advanced feature – Web surfing logger, by which an easy tracking of websites and applications surfed by users can be done. This feature is complied with the instructions issued by the government bodies. With the help of this module, regular reports in printable and graphical format can be obtained listing down the surfing details of each user. 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.

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 or users on their mobile number. You can also maintain the SMS authentication process using this feature.

HIS Integration: HIS tracker is used in hospitals like If any patients admit system automatically create one user in 24online along with one internet plan and internet billing will happens with 24online and the 24online give a WhatsApp notification to the user's registered mobile.

WhatsApp Integration: Patients will notify with the several notifications like Admit in hospital, room number, doctor information, discharge date etc.

Network Diagram

24Online RADIUS NAS Solution

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.

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