



24Online Managed Wi-Fi Standalone Solution at Nelco Ltd.



In Nutshell

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

Customer	: Nelco Ltd.
Industry	: ISP (VSAT) Segment
Solution	: 24online Standalone solution with AAA, Database, Access Gateway, bandwidth monitoring, Network Based IP Pool & Leased Line Auto login over prepaid coupon module and complete reporting and High Availability functionality has been implemented.
Objective	: Providing a Managed WIFI internet solution facilitating Nelco to offer flawless wireless internet service throughout the Corporate Offices segment across India. The solution should be able to authenticate the users trying to access the Wi-Fi network, manage bandwidth and generate coupons for users.
Approach	: Nelco was approached by our partner Globetek Infoway Singapore for complete wi-fi hotspot solution.
Statistics	: 24online SMS 1000iX solution has deployed at NELCO LTD. data center as an HA mode with Audit Log, Data Transfer Management, Payment Gateway, Payment Tracking, Pin Management, Top-up Package, URL Filter, Walkin Users, Zone Management modules.

Company Background

Nelco is focused on helping its enterprise & government customers unlock potential by offering solutions in the areas of VSAT connectivity, Satcom Projects and Integrated Security & Surveillance Solutions. To address the needs of our customers across industry verticals, these solutions are backed by Nelco's values and proven expertise in consulting, customization, system integration, end-to-end management, as well as robust infrastructure and processes.

Nelco Limited holds the VSAT License, Internet Service Provider (ISP) License as well as the Inflight & Maritime Communication (IFMC) license issued by Department of Telecommunication, Government of India (DOT)

We offer a range of innovative and customized solutions for businesses and government institutions. We are one of India's leading VSAT providers. We connect businesses to what's critical for their pan-India spread and remote operations through reliable, flexible, swift and cost-effective satellite communication services. In addition, we offer end to end networking solutions (Satcom Projects) and maintenance of private hubs and hybrid networks for its customers, from government to corporates. We are also the preferred partners for the Government, Defense and Enterprise sectors when it comes to security and surveillance in India. From keeping the borders safe to checking pilferage and sabotage at factories, our solutions have been deployed everywhere.

Challenges

It is an approaching trend to offer managed Wi-Fi connectivity in various segments of enterprise customer like Hotel Hospitality, hospital, Corporate, retail chain, shopping mall, airport, Education Institutes where Guest/Users can surf internet from their mobile or handheld devices.

Nelco wanted a solution that enables smooth Wi-Fi connectivity with authentication process and fair distribution of bandwidth so that high consumption of bandwidth can be restricted and flawless internet can be provided to all segment of users.

Mr.Vijay, from Nelco Ltd. Managed WIFI network division, clearly slated the requirements of the Multitenant approach, “The solution must have different captive portal service for different segment of customer. That captive portal should be customized as per end customer requirement. Where they can login and see their own live usage, they can view the bandwidth uses of their end see the session reports. Also, different customer required different work flows, like Coupon Base Login, Normal Username Password or Leased Line based autologin etc., efficient bandwidth management and monitoring features to capably control bandwidth and implement restrictions based on data usage or time period. Also, the solution should be able generate walk-in coupons for users having credentials with pre-paid packages to be offered. The solution should allow admin to create and provide different data plans to users according to which pre-paid vouchers can be designed and availed in a printable format. The solution should have extensive reporting features enabling admin to understand the usage in the data and manage user traffic through their Satellite and VSAT modem.”

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 Nelco, can easily create and offer different packages for guest/users as per their requirements.

Audit Log: Audit Log is dedicated to store all the actions performed by the user administrating 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.

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.

Payment Gateway: 24online is integrated with secured and highly available payment gateways in the market, which allows you to easily avail online payments for packages and provide registration/renewal service to your customers. All you need to feed in the necessary details and you can accept real time payments from customers using credit cards, visa cards, debit cards etc.

Payment Tracker: 24online is now embedded with an additional accounting feature to manage customer payment details, named as Payment Tracker. This add-on module of 24online, allows service providers to review, generate and manage complete payment history of customers as well as detailed accounting status of receivables and payables. Service providers can now easily feed in details of payments received from different modes, like cheque, cash, credit cards etc., using this feature. With the help of this feature, service providers can also generate customer-wise, user-wise and package-wise payment report. These reports provide detailed information and complete history of the customer and user payments as well as details of package sold and amount of revenue generated from each package. Thus, instead of using variety of accounting software for calculating customer payments, now service providers can avail one-in-all solution for accounting along with invoice generation and other variety of services.

Top-up Package: Top package is an add-on module which enables the admin to allocate additional bandwidth, data or time of usage after the existing pre-paid internet package has been exhausted. The additional amount of time, quote or bandwidth can be enabled to specific user or user group depending on the requirements.

PIN Management: 24online solution offers prepaid pin module which enables online registration of customer and renewal of customers' accounts. This pin is provided to end user with general details about the username, password and accounting details. With an inbuilt payment gateway, 24online also offers easy credit card payment option to end users. These pre-paid pins can be generated for various denominations, based on time and usage. This module is highly beneficial for hoteliers, hotspots, and cybercafés for providing immediate access of Internet to customers.

Walk-in Pins: 24online solution offers walk-in pin module which offers instant access to Internet without any customer registration or renewal. The customer can avail instant access to Internet using this prepaid pin and password. The customer would be credited Internet access as defined in the package. These prepaid pins and passwords can be printed as prepaid cards (Also known as: Internet Access Pins /Internet Coupons/Vouchers) and sold over the counter by the service provider.

Franchisee/ Zone Management: Offers multiple options to generate and manage franchisee management operations. With franchisee management one can avail single user access for franchisee service as administrator. Management and detailed system MIS reports available. Service providers are free to send alerts to subscribers using 24online messaging options, for their usage and renewals on continuous basis.

URL/WEB Filtering: In order to curb the misuse of the bandwidth usage in Wi-Fi networks, 24online launches Web filtering feature which enables network admin to block user traffic to 37 categories of websites from HTTP and HTTPs traffic. The denial message can be customized and branded as per the business requirements. The internal category database will auto-updated and admin can offer secured internet access to guests and users. It also supports safe search enforced by Bing.



Defining category blocks or allow will enable users to access specific websites. Most of the enterprise, hotspots and education segment block pornography and racial hatred content. Downloads with specific extensions can also be blocked to safeguard the usage of the users.

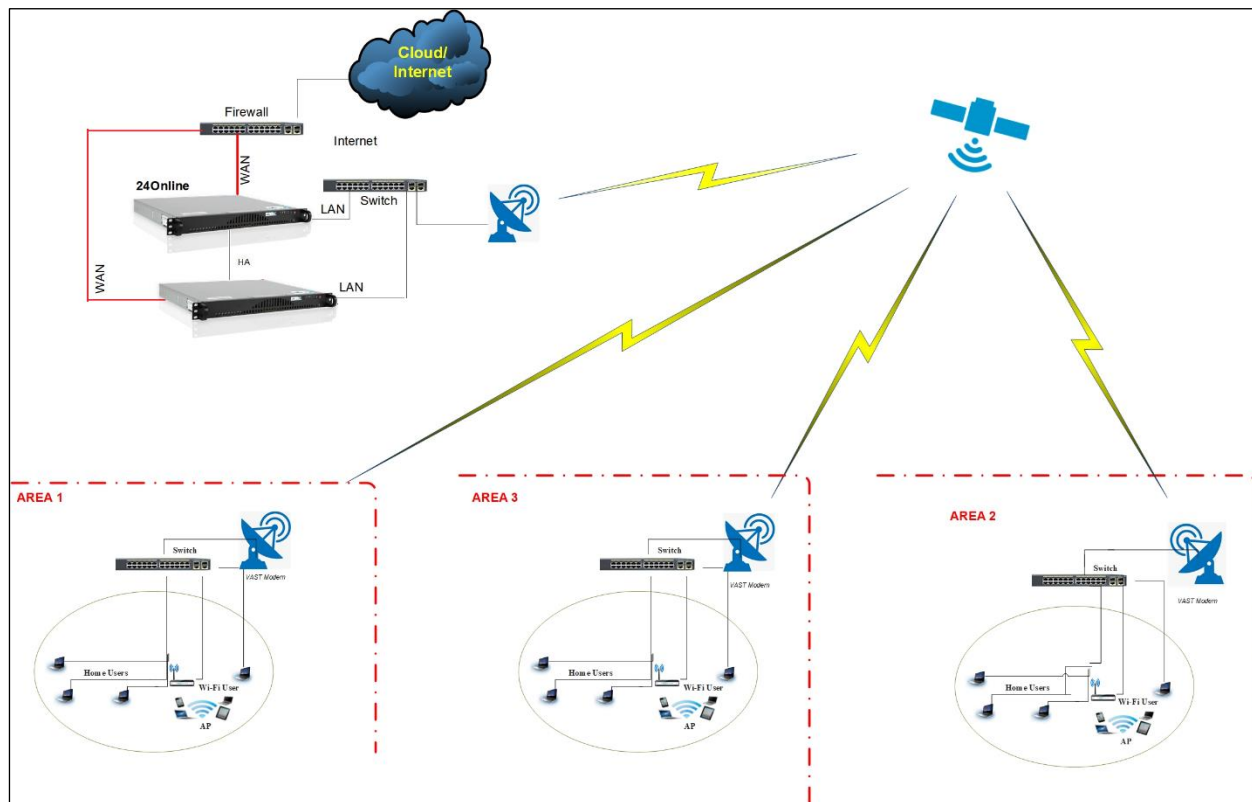
High-Availability (Active-Passive): 24online offers high availability – active passive by using virtual MAC address shared between the primary appliance and secondary appliance linked together. When 24online appliance is configured in Active-Passive mode, the primary appliance is responsible for forwarding the entire traffic requests and the secondary appliance is responsible for acting as an auxiliary machine which readily operates as the primary appliance as and when the primary appliance or any of the monitored links fail. Primary appliance automatically takes over the secondary appliance once it starts functioning.

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.

Business Impact: 24online network solution helps Nelco to easily deal with all challenges involved and cater their customers with qualitative services meeting their needs with 24online comprehensive solution deployment, Nelco VSAT Solutions offers internet connectivity across their customers with 24online solution deployed with all needed features, Nelco Solutions can offer customized internet plans to their clients and deliver internet access on secured networks increasing users' satisfaction. 24online solution facilitates Nelco to offer internet access using pre-paid coupons based on hours/days, data usage and discounts with advanced URL Filtering feature, all logs can be traced with ease which helps in maintaining and managing the system efficiently and delivering qualitative service to end users.

“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.