Case Study

24online Deploys Hospitality Internet Access Solution at Imperial Hotel, New Delhi

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

Customer : Imperial Hotel, New Delhi

Industry : Hospitality Industry

Objective : A comprehensive solution to provide flawless and secured wireless internet connectivity throughout the hotel areas

Statistics : 24online SMS 500ix solution is deployed at PowerNet with 100 user's license. 24online 1000i model has been deployed at Imperial Hotel with features like PMS integration, prepaid coupons, multiple gateway, data transfer, and websurfing logger.

Company

Imperial Hotel, New Delhi is tagged as Asia's finest 5 Star luxury hotel with an iconic and awe-inspiring heritage interwoven in colonial elegance. Imperial hotel is ranked as the best hotel in Delhi by Travel + Leisure World's best Awards 2014 and listed amongst 15 legendary hotels around the world by Fodor's Travel in 2014.

The Imperial hotel is a unique blend of classic and contemporary having successfully preserved its historic aura, providing its guests lifetime of memories. It has 235 elegant and spacious rooms, luxurious suites, the 24 king palms, the pillared verandahs, the Tea Lounge, the Royal Ballroom, the verdant gardens, the pool side bar, the health and Racquet club, and the exclusive spa and salon.

Challenge

Being one of the finest hotels in the country, it was necessary for Imperial Hotel to provide exceptional wireless internet connectivity to their guests. For providing flawless connectivity throughout the property, Imperial hotel placed the requirements to one of our premium part MSR IT for a comprehensive internet access management solution which supports wired and wireless network infrastructure.

Our hospitality partner MSR IT, listed down their needs and expectations as, "We need a comprehensive solution supporting hotel's existing infrastructure for managing bandwidth consumption and offering secured wireless network. access The solution should fairly distribute the bandwidth to all our guests using different

types of devices. The solution should be compatible with Opera Property Management System [PMS] to communicate and get guests details for authentication process and billing processes. The solution should be able to generate hourly and day based internet plans for guests. It should also generate pre-paid vouchers which can be printed and provided to the for internet access. It should track and log the internet access details of each user using the hotel network."

Solution Provided

A Comprehensive Solution for Hospitality Sector

After understanding complete requirements of Imperial Hotel, 24online proposed its HIA solution which has been specially designed and developed considering the needs and requirements of the Hospitality industry.

User Management

24online's user management feature will help hotel admin to manage all users and view connected users in the network instantly. It facilitates to add, update, delete, or search package details of the user and keep continuous track of complete user details like package details and bandwidth usage.

Individual data plans can be assigned to users and also restrictions can be defined for user groups, i.e. restrictions on quota, security policy, and speed may vary for different hotel guests and hotel staff.

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 based on user type.

Multiple Gateway Management Module

The solution has 'multiple gateway management' module providing security over multiple links using a single appliance. It restricts high consumption of bandwidth and network congestion as well as makes optimum use of low cost links. In case of link failover it automatically shifts traffic from a failed link to a working link, ensuring continual quality service for premium service.

PMS Integration

24online is integrated with various PMS like Micros, Shawman, SAP, Fidelio, IDS, etc enabling hotels to offer combined billing of internet access and other services to guest on checkout. Opera PMS is integrated in the solution deployed to easily communicate and get necessary guests details for authenticating them. 24online recognizes the special code coming through PMS for the special plan allocation at the time of guest check-in. Verification of this code is done and special plan is successfully assigned to the guest on special request received.

Billing and Bandwidth Management

The comprehensive 24online solution is also responsible for performing billing of bandwidth used by the guests in the hotel. Thus, 24online offered solution by which hotel guest could purchase internet package directly after following the authentication process. As soon as the package is purchased by the guest, 24online sends the purchase request to hotel PMS and billing details is sent to the PMS accordingly. With the help of this admin was also allowed to generate multiple reports related to guest checked-in, checked-out, session, sites visited, and data transfer reports.

Walk-in Pin Module

Imperial Hotel required a solution that can offer credentials details to guests in a coupon format to login and access their wireless network. To serve this requirement, 24online offered a solution having walk-in pins module enabled allowing hotel admin to create printable walk-in coupons based on different data packages attached. This also enables instant subscriber registration for walk-in guests and allows internet access.

Captive Portal Capabilities

It was necessary that every guest aspiring for wi-fi connectivity must pass through authentication process for maintaining secured wireless network. With captive portal capabilities, 24online restricts all unauthorized users and malicious threats in the network. The captive portal technique forces unauthenticated users' http request to a web page before surfing the Internet as authentication process.

Data Transfer Module

By data transfer module, defining the amount of quota to be allocated for each guest or a package can be done. With this feature admin can set conditions and allot data limits by which the guest remains in active state till the limit of data transfer exhausts. Once the defined limit is exhausted, guest will be automatically disconnected from the server. 24online also facilitates to degrade the bandwidth after specific quota is consumed by the guest.
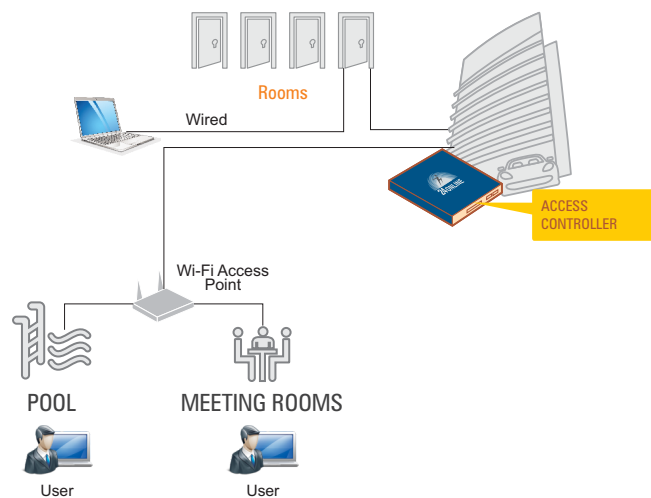
Websurfing Logger Module

24online offers an advanced feature – Web surfing logger, by which an easy tracking of websites and applications surfed by students 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.

Mr. TS Manhas,
IT Manager,
Imperial Hotel

" With the increasing number of devices used by guests, it becomes very necessary for us to keep our hotel network BYOD ready. At the same time, we also need to ensure that they access swift and secured internet without any technical hassles. We have deployed 24online HIA for managing the internet traffic, bandwidth and usage reporting. We are so far happy with their sales and support services. "

Network Diagram

Rooms

Wired

ACCESS
CONTROLLER

Wi-Fi Access
Point

POOL

MEETING ROOMS

User

User

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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