Case Study

# 24online HIA Bags 13 Fortune Hotels Across India

## 24online Deploys Hospitality Internet Access (HIA) Management Solution in 13 Fortune Hotels, India

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| **Customer** | : | Fortune Hotel, Bangalore & Jaipur |
| **Industry** | : | Hospitality Industry |
| **Solution** | : | 24online HIA solution with PMS integration, bandwidth management, and internet billing features |
| **Objective** | : | To provide a comprehensive HSIA solution for hotel wireless network with PMS integration and coupon generating facility. |
| **Approach** | : | Fortune Group of Hotels approached 24online with a set of required features to provide seamless wi-fi connectivity to all their guests in all areas of the hotel. |
| **Statistics** | : | 24online Hospitality Internet Access [HIA] 100i solution is deployed at each location. |

### 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

### The Bottom Line

" 24online has complete range of models which you can select as per your requirement unlike other solutions in the market. Moreover, its features like login once, zero configuration, reporting functionality and PMS integration has made our internet access network very smooth. "

Mr. Sundarajan, IT Head of Fortune Group

### Company

Most renowned chain of hotels and market leader in the hospitality industry, Fortune Park Hotels Ltd. is subsidiary of ITC ltd. Fortune Park Hotels are located in almost every major city of the nation offering best-in-class services to the business travelers. Fortune Park Hotels has a phenomenal growth rate in past few years, marking themselves as the market leaders in the hospitality industry. Being part of India's premiere hotel chain, Fortune Park Hotels offers best-in-class services to its guest using advanced infrastructure and qualitative resources.

## Challenge

In the current competitive market, every hotel aims to provide best-in-best facilities and services to its guest to stay ahead of the competition. Qualitative services and facilities are result of advanced infrastructure and professional resources.

Fortune Group very well understands that compromise in quality is compromise with competition. And with the increasing demand of Internet services, Fortune group desired to provide smooth and speedy internet service to its guest. And as guests mostly prefer wireless connectivity to surf from different hotel locations, hotels required a solution for complete wireless network structure.

"The Fortune Hotels required a solution that wireless network is always secured and facilitates fair distribution of bandwidth. It should be compatible enough to communicate with existing Property Management System [PMS] of the hotel and should be responsible for billing and accounting of the internet surfed by the guests. The solution was also expected to create different internet packages on basis of which different vouchers/coupons can be designed and available in printable format for the guests", stated Mr. Sundarajan, IT Head of Fortune Group.

## Solution

After considering the major requirements of Fortune Group, 24online delivered an ideal solution suiting all their needs like managing guest's requests, coupon management, and billing and bandwidth management with PMS communication.

## Hotel Management System

After understanding the requirements and network configuration of the Hotel, 24online readily offered its PMS compatible solution for hotel. For accessing all the functions and features related to the hotel, 24online Hotel Management module was registered and necessary configurations are enabled. As 24online HIA solution is integrated with the well known PMS, functions and features as well as communication with the PMS (IDS) was laid with ease. According to the configuration, whenever any guest checked-in/checked-out, the PMS system will send the necessary details of the user to 24online (as configured) and 24online will add/remove the user in its system.

## Captive Portal Capabilities

It was necessary that all the guests should pass through an authentication process by which the hotel network is secured and protected by any malicious threats and misuse of wireless connectivity. 24online solution is integrated with captive portal function by which it restricts all unauthorized users and malicious threats to network.

The captive portal technique forces unauthenticated users' http request to a web page before surfing the Internet normally. Captive portal turns a web browser into a secure authentication device. The browser is redirected to a web page which may require authentication, this page may reside within 24online or it can be hosted on third party portal as well. 24online also makes client login process more attractive with the help of multiple option using which admin could customize the page according their requirement. Using this feature administrator can create own client pre and post login page using different templates. Administrator can also add URL, redirect the client page to personal website or upload advertisement and messages for clients. Separate pre-login and post-login pages can be created for device and location.

## Coupon Management

The username & password for the Wi-Fi connection offered to the guests/clients/visitors at the hotel was expected to be in a coupon format, so 24online offered its walk-in pin module using which the admin can create pre-paid walk-in vouchers. 24online pin module enables the package/plans created in the system to be converted into pre-paid pins/coupons in printable formats, which can be easily available for purchase at the hotel as pre-paid vouchers. The walk-in pin is provided to end user/hotel guests with general details like username, password and accounting details. Walk-in pins enable instant subscriber registration for walk-in guests and allow Internet access.

## Billing Management

24online solution is also responsible for performing internet billing of the guests in the hotel. 24online offered a solution by which guests can purchase internet package directly by entering the room no. & registration number received from the hotel admin. 24online placed the complete list of package on the client login page by which user can purchase the plan.  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 24online solution deployed, admin can also generate multiple reports related to guest checked-in, checked-out, session, sites visited, and data transfer reports.

## Network Diagram

STCC14/CS-FH/1012
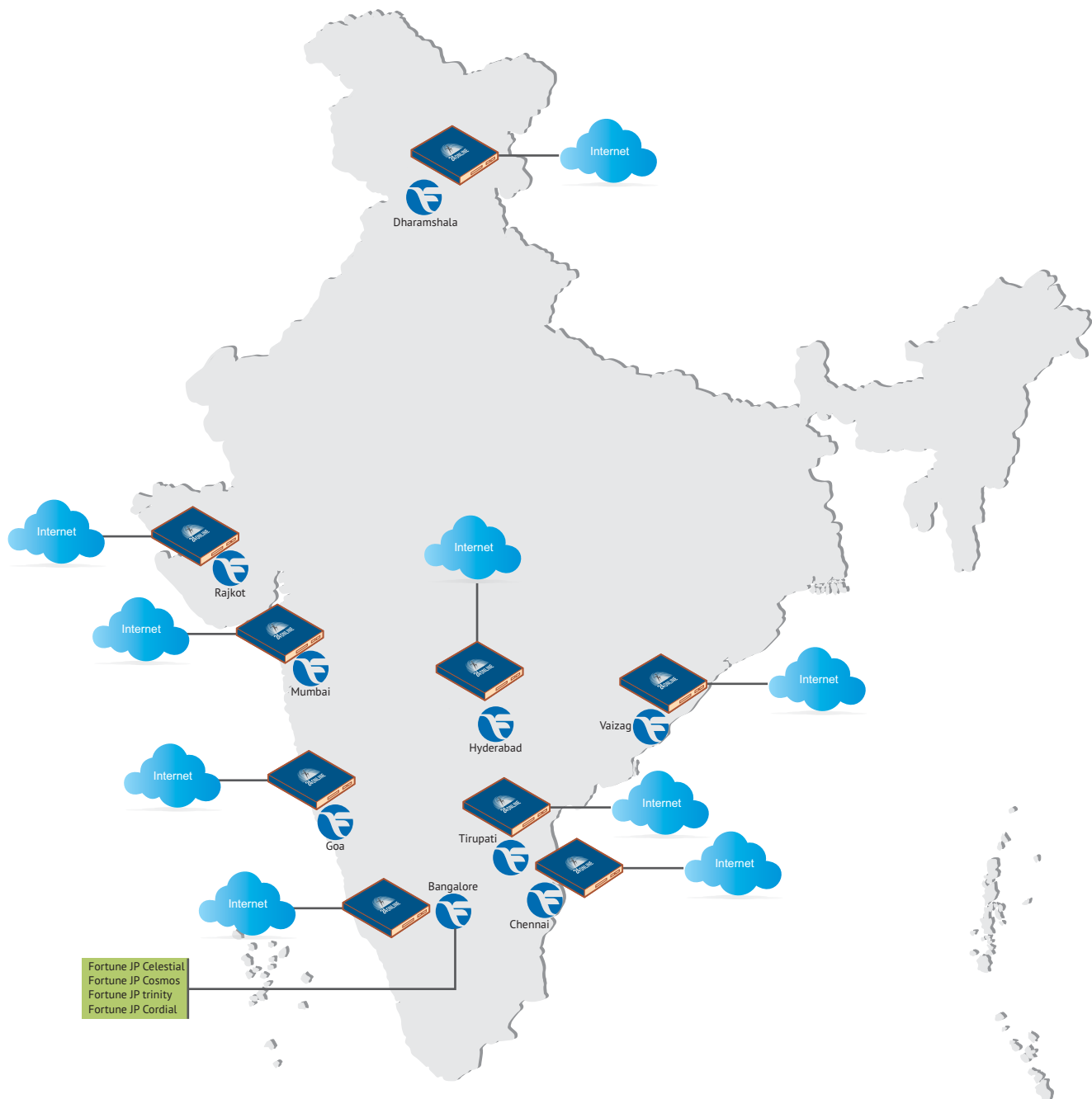
## About 24online

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.

**24 ONLINE®**
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