



24Online managed WiFi Standalone Solution at Taj Resorts L.L.C



In Nutshell

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

Customer	:	TAJ RESORTS L.L.C
Industry	:	Labour Camps Segment
Solution	:	24Online Managed Wi-Fi Standalone solution, including Bandwidth management & monitoring solutions, Coupon and PIN base login authentication through Ez-printer with DHCP Auto-login
Objective	:	Providing a Managed Wi-Fi solution facilitating Taj Resorts L.L.C to offer flawless wireless internet managed service solution throughout to their own staff and visitors. The solution should be able to authenticate the users trying to access the Wi-Fi network, manage Bandwidth and generate coupons/Pin for users.
Approach	:	Taj Resorts L.L.C was approached by our partner Rockford Computer LLC in Dubai,UAE for complete wi-fi hotspot solution.
Statistics	:	1.24online SMS 5000ix, 2. 24online SMS 5000ix 3. 24online SMS 2500ix solutions have deployed at three different labour camps in Abu Dhabi as an mode with , Data Transfer Management, Walk-in / PIN Users & Multiple gateway Management, Ticket Management EzPrinter modules.

Company Background

Taj Resorts L.L.C requires special mention in this regard. Taj Resorts L.L.C aims to impart knowledge and expertise in areas of strategic management and organizational behavior to senior managers and top executives.

Taj Resorts L.L.C, Workers Cities provide high quality accommodation for industrial & economic activities workers and construction workers which have been built as per international specifications compliant with the standards of both the United Nations and Human Rights. Our two major high quality labour camps in Mafrag have been built as per the best standards and also provide safe & decent housing to ensure the comfort and welfare of residents with all facilities around. Located at a very convenient location in Mafrag, with the capacity to house over 14,000 workers. Our labour accommodation camps offer a full range of facilities that result in a productive workforce, and aim to develop a positive outlook through our numerous recreational activities, full-services and joyous environment of our worker accommodation.

Taj Resorts became a leading brand in UAE, for providing customer service on all facility-related issues 24 hours a day, 7 days a week. Controlling and maintaining campus environment, Managing safety and Security, Statutory, renovation, repairs and preventive maintenance related to campus and more.

Challenges

Taj Resorts 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 camp's users and visitors where they can surf internet from their desktop, laptop, mobile or handheld devices.

Taj Resorts 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. Also, different customer required different work flows, efficient bandwidth management and monitoring features 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 packages 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 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 Taj Resorts can easily create and offer different packages for guest/users as per their requirements.

Pin User Management: 24Online provide direct internet access to users using Walk-in PINs & passwords.. 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. PINs can be generated for the selected packages. This module eliminates the requirement of creating/registering customers account before accessing internet and the billing starts with the first login session time.

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.

Email Alert Management: Email Based Alerts, Alert users on bandwidth switch over, Event based customizable email templates, Schedule alerts for renewal/package expiry.

Trouble Ticket Management: Customer raised ticket is managed through field ticket management. The process starts when the ticket is raised by the customer and till the closure or re-assignment by the field engineer.

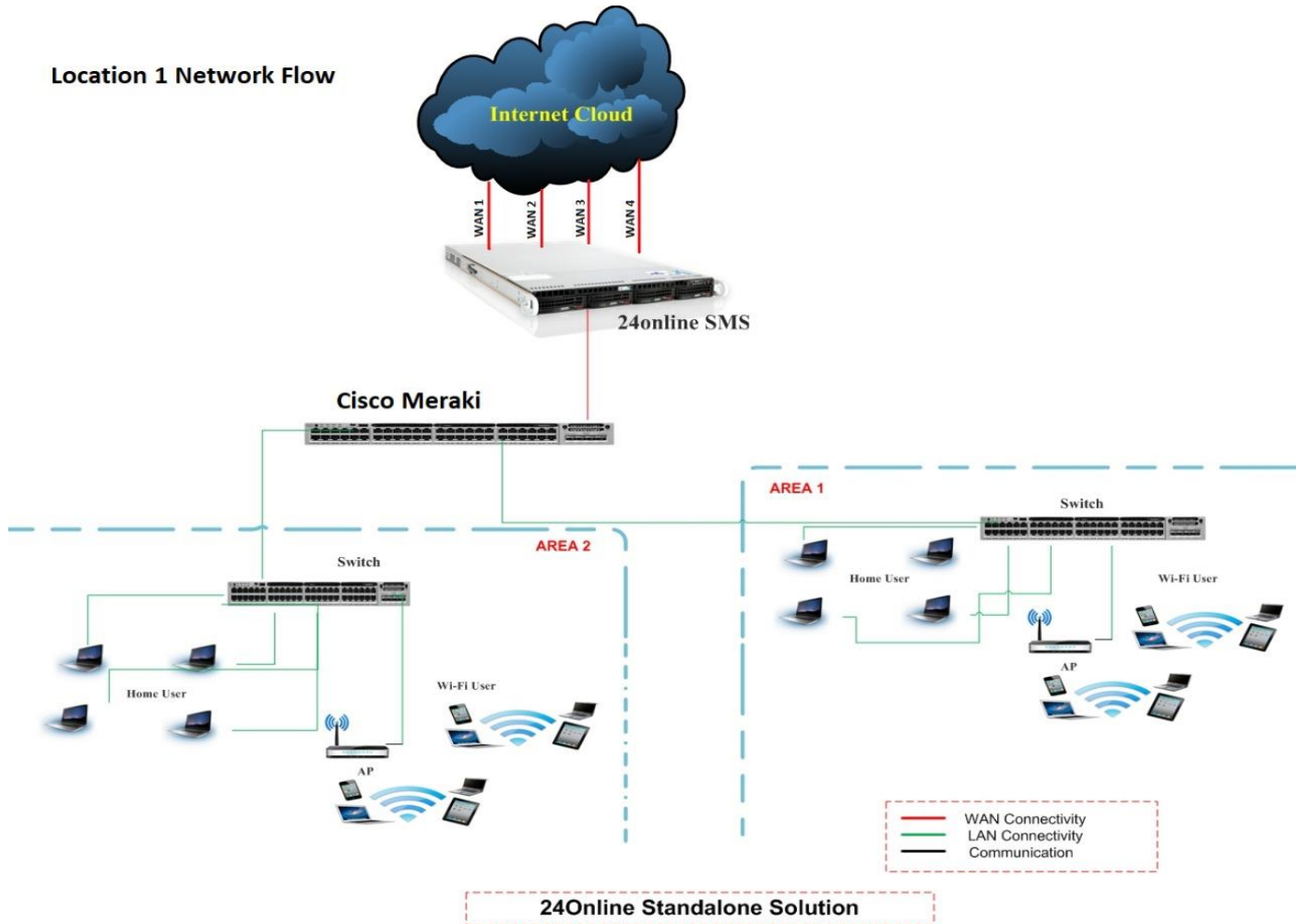
Multiple Gateway Management Module : Supports Multiple ISP Links, Multiple Gateway Load Balancing, Immediate Failure Detection, Intelligently Redirect Traffic to Active Gateways, Weight Based Round Robin Traffic Balancing, High Connectivity Even During Peak Hours

EzPrinter Management: 24Online multiple vendor's Ezprinters are supported ; here TAJ Resorts is using touch screen ezprinter where package name ; package price , package validity all can configure through GUI platform; customization printable format is available for voucher/Pin for each users

DHCP Auto Login work Flow: This feature enables user to auto-login based on MAC Addresses that is needed only once. This eliminates the need of repetitively submitting credentials on captive portal page. Helpful for labour camps to configure auto login for their staff members or VIP. This eliminates the need of repetitively submitting credentials on captive portal page. 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.

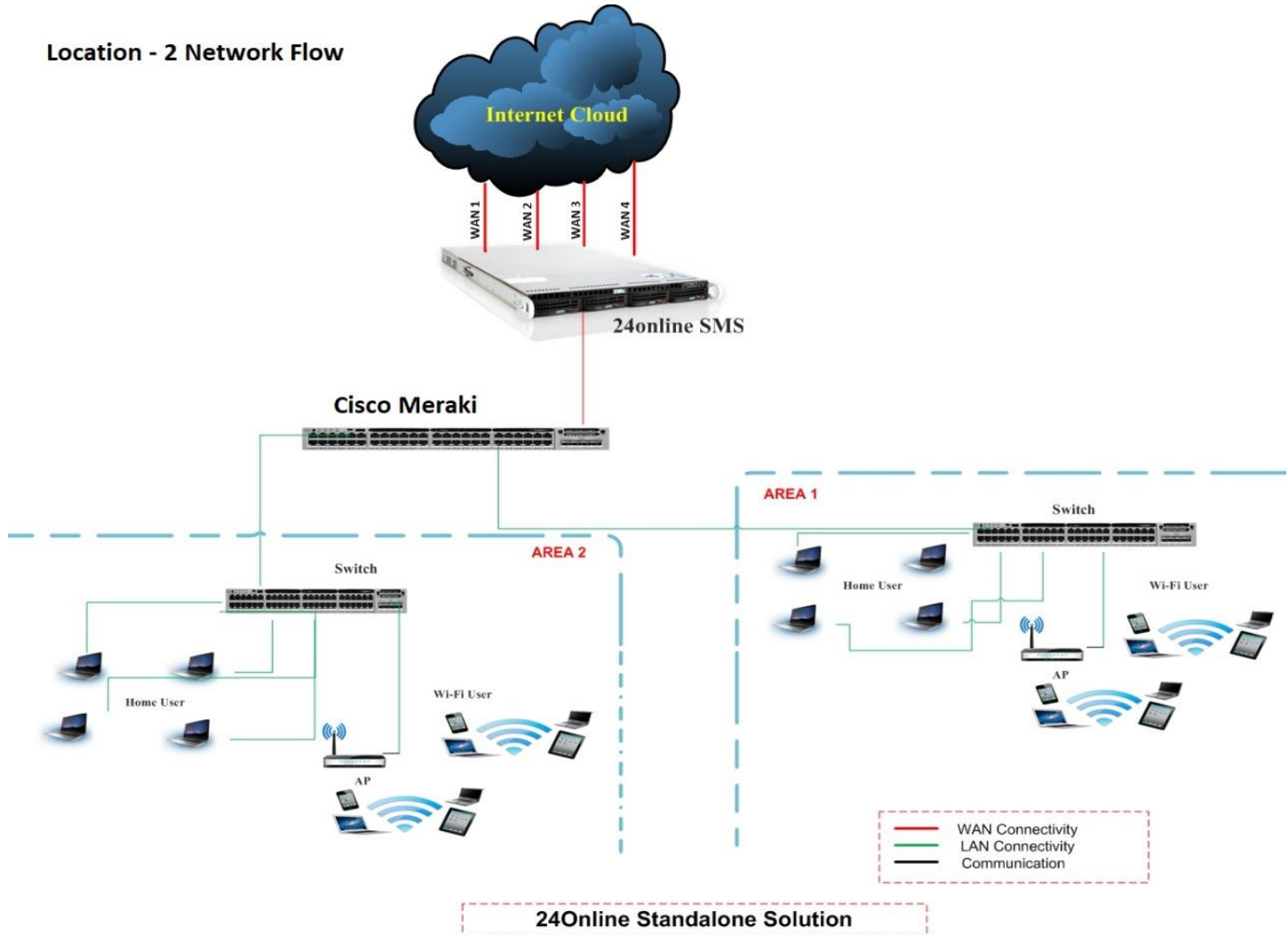
Network Diagram>>>Location-1

Location 1 Network Flow



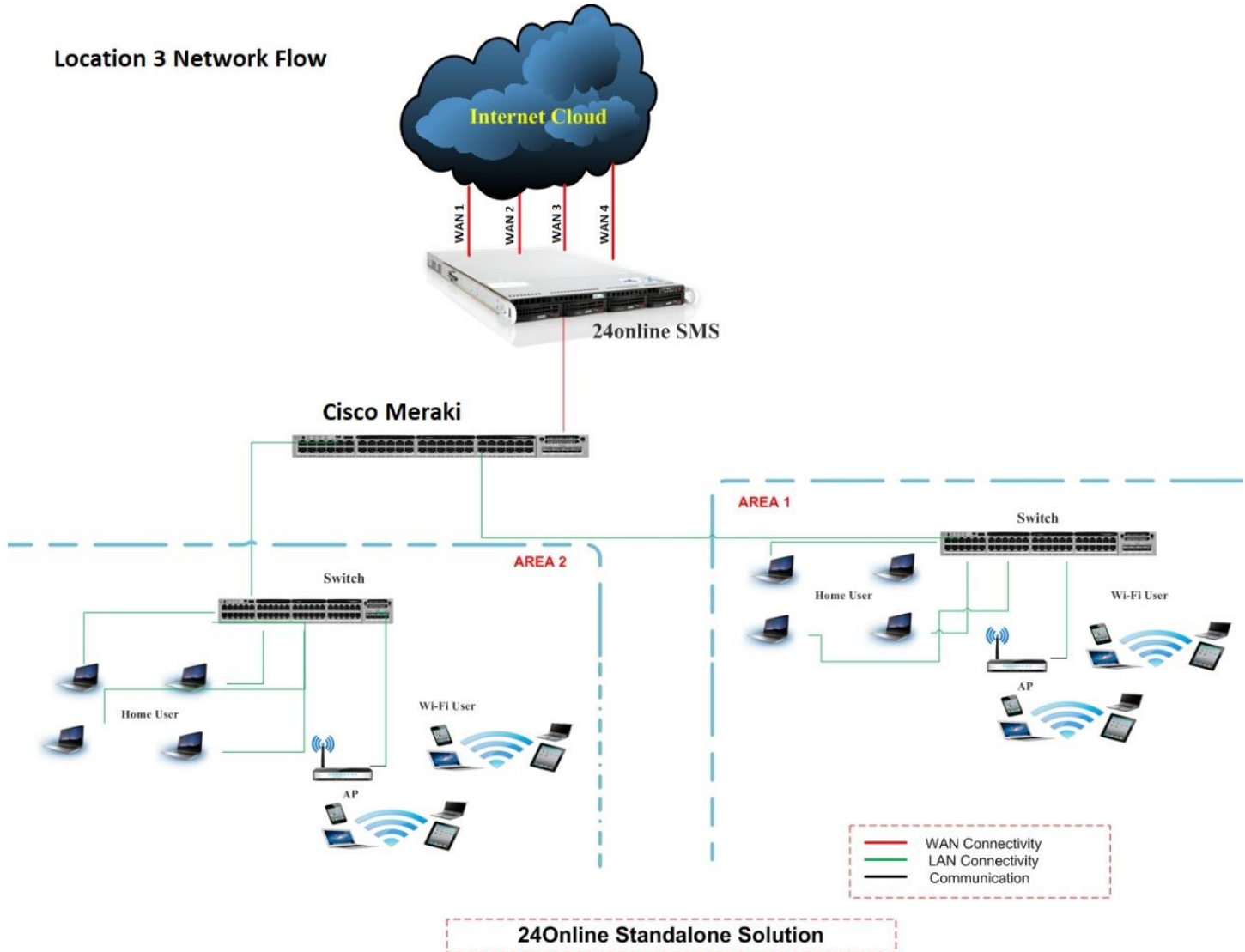
Network Diagram>>>Location-2

Location - 2 Network Flow



Network Diagram>>>Location-3

Location 3 Network Flow



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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