Case Study

24online Deploys Multitenant Solution at Airtel Ltd., India

In Nutshell

› Supports next generation services
› Acknowledged player in Telecom & Hospitality industry
› Caters Wired, Wi-Fi, WiMAX and VSAT Networks
› Plug-n-play solution
› More than a decade of product experience/solution development

Customer : Bharti Airtel Ltd., India.

Industry : Enterprise Segment

Solution : 24online Multitenant solution with AAA, Database, Access Gateway, bandwidth monitoring, Location base captive portal over DHCP option 82 for OTP authentication, prepaid coupon module and complete reporting functionality has been implemented.

Objective : Providing a Managed WIFI solution facilitating Bharti Airtel Ltd. to offer flawless wireless internet service throughout the various enterprise customer like Oyo Hotels, Poorvika Retail chain and other corporate and educational segment across India for 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 OTP & coupons for users.

Approach: Bharti Airtel Ltd. was approached by our partner Globetek Infoway in India, for complete Multitenant solution.

Statistics: 24online HIA 10000ix solution has deployed at Airtel Data Center in HA mode with Audit Log, Netkapture, PMS Integration, SMS Gateway, SNAT IP Address, Web Surfing Logger and Data Transfer Management modules.

Company Background

Bharti Airtel Limited, also known as Airtel, is an Indian global telecommunications services company based in New Delhi, Delhi NCT, India. It operates in 18 countries across South Asia and Africa, and also in the Channel Islands. Airtel provides GSM, 3G, 4G LTE, 4G+ mobile services, fixed line broadband and voice services depending upon the country of operation. Airtel had also rolled out its VoLTE technology across all Indian telecom circles. It is the second largest mobile network operator in India and the second largest mobile network operator in the world with over 423.28 million subscribers. Airtel was named India's 2nd most valuable brand in the first ever Brandz ranking by Millward Brown and WPP plc.

Challanges

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.

The Bharti Airtel Ltd. 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. Siddhartha Dutta, from Airtel 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. Every segment of customer will get their own portal where they can see their own live users, they can view the bandwidth uses of their end users and see the reports. Also, different customer required different work flows, OTP based verification, 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."

Solution Offered

After considering complete requirements, 24online offered:

DHCP option 82: Different Captive portal has allocated depend upon location of Access Points under in a single VLAN network.

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 Airtel Ltd. can easily create and offer different packages for Hotel 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.

NetKapture: 24online has come up with an advanced feature which acts as 'watchman' of the network, taking care of each and every protocol request sent and received by the network. The benefit of this feature is that it can easily trace all the logs and admin can generate different types of reports using this feature. It's an ideal feature which is highly in-demand for hospitality and ISP clients.

PMS Integration: HMS Module - 24online HMS system is integrated with most well-known PMS in the market, functions and features as well as communication with the PMS can be laid with ease. For accessing all the functions and features related to the hotel, 24online Hotel Management System module should registered and necessary configurations were enabled.

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.

SNAT Management: 24online SNAT Management helps in source nating of IP addresses. With the help of this module admin can perform different actions like NAT to Single IP, NAT to Internet Public IP (Live IP) and drive local traffic to Internet. SNAT module is available with demanding features beneficial for hoteliers, ISP, café etc

.

Web Surfing Logger: 24online offers an advanced feature, Web Surfing Log, using which you can maintain the track of websites and applications surfed by guests or users. Complete reporting of the surfing details of the users can be availed in different printable and graphical formats. This helps in ensuring the security of the network as well as in maintaining the network performance and productivity.

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.

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.

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.

Network Diagram

Standalone Connectivity Through MPLS

Remote Location Connectivity
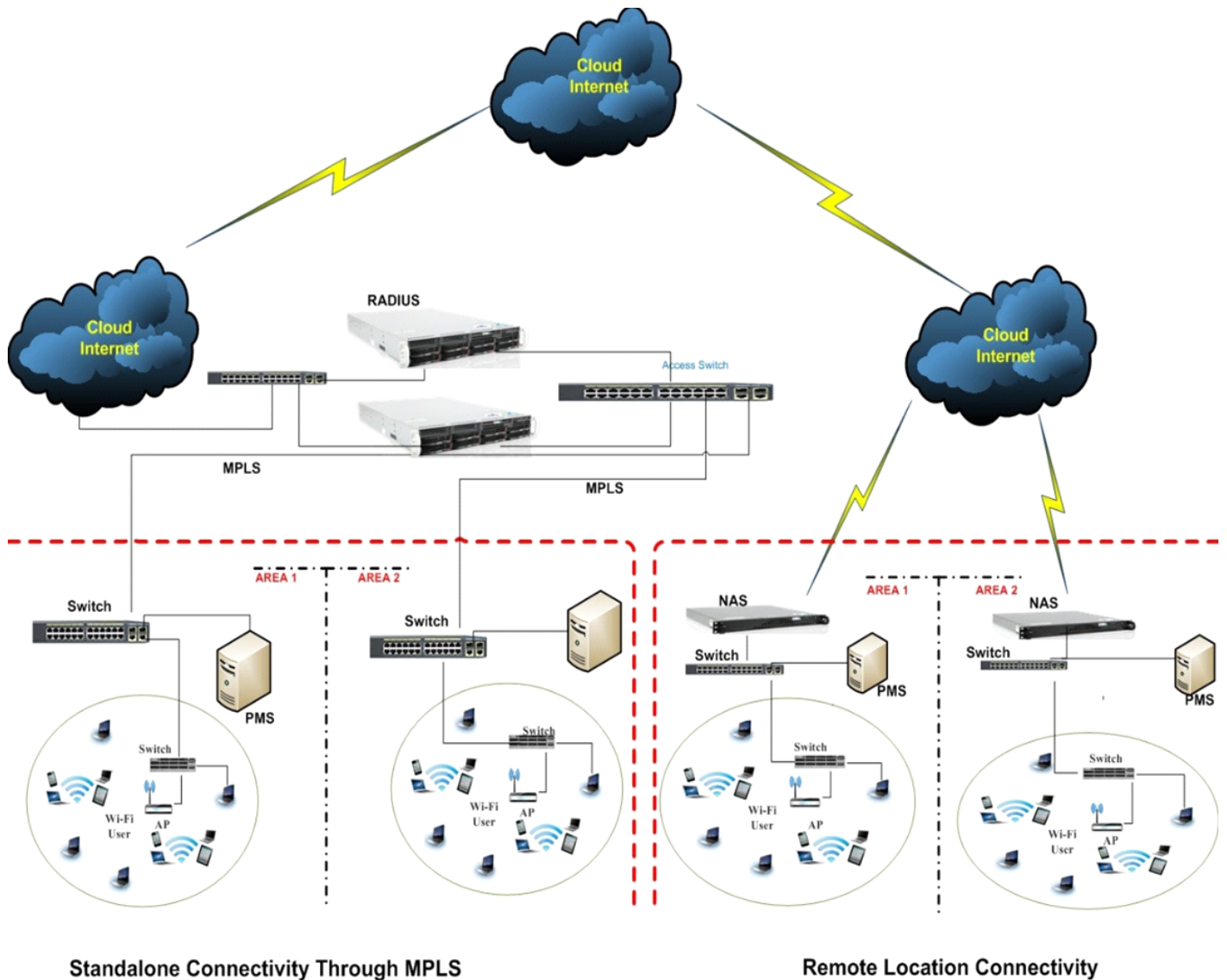
About 24online

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.

24online/CS-GiftCity/01082019

24 ONLINE™
INFO TECHNOLOGIES PRIVATE LIMITED

Contact Us
sales@24onlinebilling.com