

HOTEL

Overview

24online, one of the leading solutions of Elitecore, has been developed and engineered to cater the advanced needs of different types of hotels all over the globe. 24online Hospitality Internet Access (HIA) is compatible to integrate with any property management system (PMS) and accommodate properties with 5 - 5000 rooms. And being in this industry for a while, 24online very well understands necessities and challenges of current hospitality segments and demands of guests looking for highly cost effective internet access in the hotel premises. 24online addresses the rising need of solution for hotel & guest management, seamless roaming internet facility, secured service provisioning, and coupon based internet billing with additional revenue generating options.



Strengths

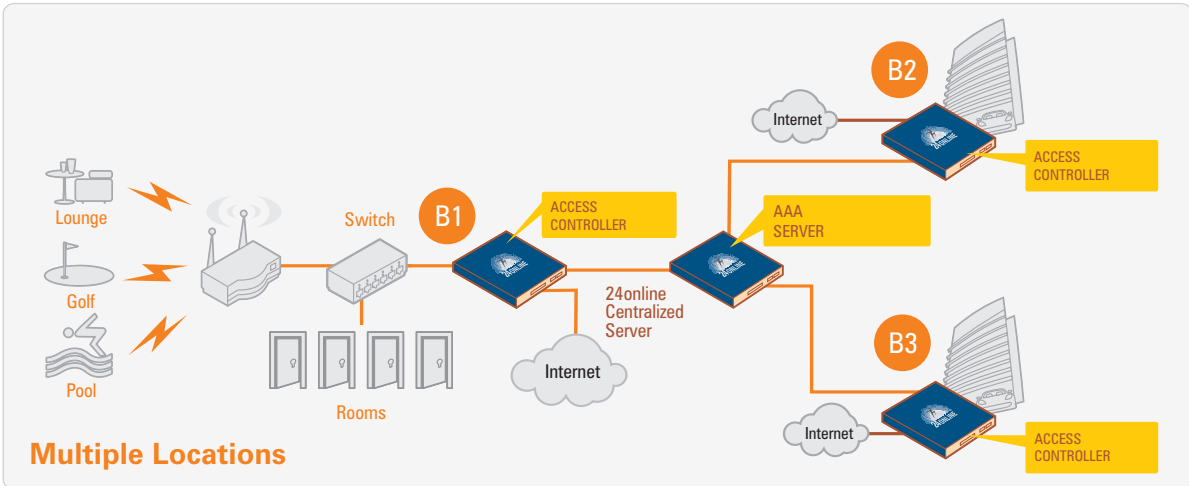
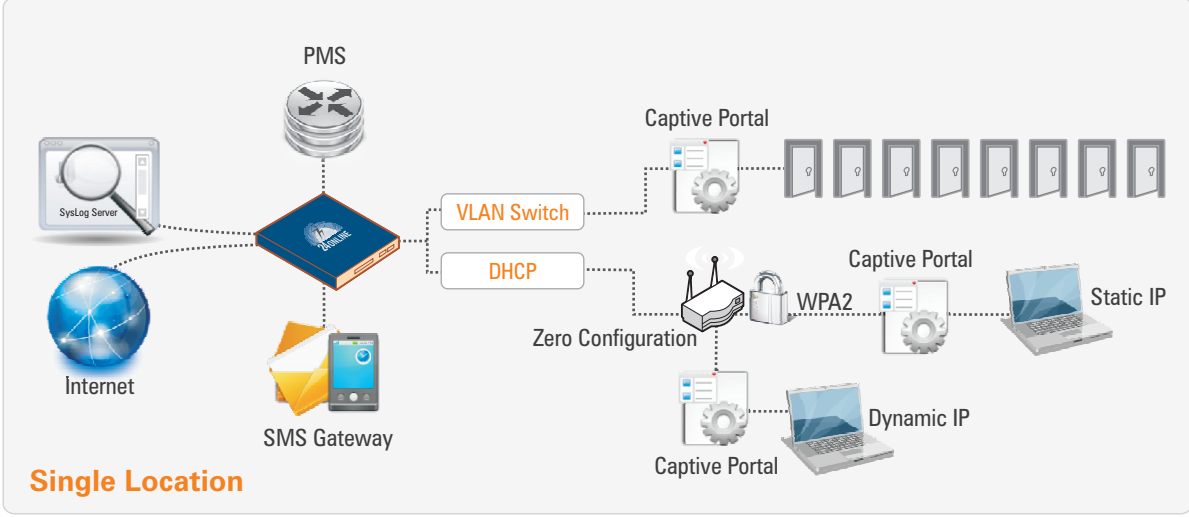
- More Than A Decade Of Solution Development Experience
- Supports Next Generation Services
- Acknowledged Player In Telecom & Hospitality Industry
- Presence In 40+ Countries with 2400+ Installations
- 24*7 Dedicated Customer Support

Solution Deployments

Single & Multiple Location Hotel Property Networks

24online meets the requirements of single and multi-location properties in need of centralized controls and common guest management interface integrated with property management system. 24online facilitates hotel admin to setup room wise and location wise internet plans for their valuable guests. 24online allows only authenticated traffic to access the network through attractive and customizable pre-n-post login pages for using Internet.

24online can be deployed as a standalone solution or distributed solution to manage multiple locations from central location. 24online centralized solution offers centralized server control, cost-effective billing, comprehensive bandwidth management and coupon based revenue generation option.



Features

Billing

- VoIP and Data Billing
- Peak & Off-peak Billing
- Pulse Based Rating
- Pre-paid and Post-paid Billing
- Customizable Multi-Service Invoice Template
- Tax, Ancillary and Discount Facility
- Currency Converter Facility

Guest Management

- VoIP and Data User Creation
- Account ID based User Credentials
- Parent-Child Relation Bandwidth Sharing
- Create|Activate|Suspend|Renew etc. Users
- Swiftly Migrates Users
- Customer Webself Care
- Seamless Roaming – Wired to Wireless
- Prepaid Voucher Management

Dynamic Internet Plans

- Create Prepaid & Postpaid Internet Plans
- Dynamic Time| Usage | Days Based Plans
- Advance Renewal System (ARS)
- Facility to Carry-Forward Quota in Days| Amount| Data-Transfer

Room-to-Port Mapping (VLAN Tagging)

- Map each room with VLAN port
- Individual IP For Each Room
- Restrict Cross Room Surfing
- No Authentication/Charging on Switch Over

Seamless Roaming (Wired to Wireless)

- Facilitates Login Once Functionality
- Seamless Roaming from Wired to Wireless
- Avoid Manual Intervention For Login
- No Authentication Required On Switch Over

Bandwidth and QoS Management

- Committed and Burstable Bandwidth
- Individual and Shared Bandwidth Quota
- Restrict Bandwidth on Subscriber & Data

Access Gateway

- Acts as AAA proxy
- Supports Private IP through NAT & Public IP
- DHCP Support Dynamic & Static IP Routing
- Basic Firewall Supports Walled Garden
- Latest DNS and DDNS support
- Captive portal capabilities

*Zero Configurations

- Remove Technical Barrier For Guests
- Avoid Manual Intervention For Login
- Create Usable IP Network For Guest
- Instant Access To Internet With Zero Configuration

AAA – Authentication, Authorization & Accounting

Inbuilt RADIUS Server

- 802.16e & 802.16d Compatible
- Integrated with WiMAX ASN Gateway
- Offers inbuilt Database
- Supports Oracle Database

Authentication

- Login through client exe/web-based
- Customizable captive portal redirection
- Based on username and password
- Interoperability

Authorization

- Based on MAC and IP address
- Re-Authorization Functionality

Accounting

- On hours, days, data transfer

*VoIP Billing

- Comprehensive Billing For VoIP Services
- Offers Subscriber Management For VoIP Users
- Integrated with Elitecore Softswitch
- Flexibility to Integrate with Other Softswitch

Customer Based Captive Portal

- Multiple Customizable Templates
- Volume & Duration Based Live Alerts
- Redirection to desired URL
- Location and Device based captive portal
- HTML, JPEG, FLASH, Videos, Promotional links and ads supported
- Login-Logout through web portal

*Data Transfer Billing

- Create Usage Based Packages
- Define Upload & Download Data Limits
- Restrict High Data Transfer using Milestone
- Supports Bill Shock Management & Prorated Fair Access Policy

*Payment Gateway

- Integrated with secured payment gateways
- Facilitates online payment receivables
- Flexible to integrate with any payment gateway
- Integrated with 24online payment tracking solution

*Pre-paid Walk-In Coupons

- Multiple templates for coupon generation
- Customizable templates for branding
- Instant coupon generation in printable formats
- System generated username & passwords
- Instant access to Internet
- Innovative method of additional revenue generation
- prevents revenue leakage

*SMS Gateway

- Integrated with well-known SMS gateways
- Facilitates different message templates
- Send message at different events – Register/Renew/Login/Logout etc
- Offers complete log of SMS sent

*Property Management Systems (PMS) Integration

- Pre-Integrated Solution With Major PMS
- Guest Check-In & Check-Out Details
- Supports Special Code Based Package Allocation (Fidelio)
- Offers Consolidated Billing For Internet
- Supports Centralized PMS System for Multi-Location Property

Extensive Reporting

- Admin GUI Usage Logs - *Audit Reports
- Reports in CSV/Printable/Graphical/PDF
- Diagnostic and System Health Check Tools
- MIS Reporting:
 - Package Wise| Zone Wise| Pool Wise| User Wise| Invoice Wise| Usage Wise

*WebSurfing Logger

- Complete Logs Of User's Usage
- List of Websites Surfed By Guests
- Generate Different Types of Reports
- Avail Reports in Graphical & Printable Formats
- Manage network security & performance

*NetKapture

- Captures each & every protocol request sent & received using the hotel network
- Tracks & Traces All Logs of User Requests
- Generate Period Wise Reports
- Avail Reports in Printable Formats

Attractive & User Friendly Admin Interface

- Rich look and Feel of Admin GUI
- Separate Frequently Used Options
- Easy Control & Configure Options
- Comprehensive Dashboard Format
- Single Interface Multiple Options - Avoids Frequent Navigation

*Add-On Modules



Key Benefits



Easy-to-Setup

24online is designed to be easy to setup even for non-technical personal



User Friendly GUI

24online graphical interface makes it easy to use both for service providers and subscribers which does not require high level of technical knowledge



Plug-n-Play Solution

Saves valuable time in configuring and setting up system in very few days



Cost Effective Solution

Offers comparatively cost-effective, cost-efficient and value for money solution



Raises Revenue

Helps in retaining customers and enabling higher QoS to premium subscribers with advanced services



Smooth Franchisee Operations

Simplifies and reduces operation costs to increase ROI by ensuring smooth operations even in multiple franchisee based network



Ensured Complete Customer Satisfaction

With complete bandwidth management and fair distribution of bandwidth, prevents flooding attacks, downtime and high consumption of bandwidth among users, which automatically results into high level of service quality – ensured customer satisfaction!

About 24Online

“24online” is the leading solution in the industry today which offers Billing, Bandwidth Management & Subscriber Management solutions in single platform. It enables ISPs, broadband providers, Dialup, WiMax and Wi-Fi service providers, hotels, hotspots and cafes to provide time and usage-based Internet access and manage subscribers as well as franchisees. 24online solutions cater ISPs as well as Hospitality segment along with Hot spots, Internet Cafes, WiMAX etc.



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