



24online Bags Five Major Airports in Kenya



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

“ After deploying 24online, internet access has been smooth and hassle free at all airports. Users are happy with the internet experience. The support extended by 24online team was impeccable. ”
Donald M Oyier, Managing Director, Encapsulated East Africa Limited

24online Bags Five Major Airports in Kenya offering comprehensive Internet Access Management Solution

Customer : Kenya Airports Authority (KAA), Kenya

Industry : Aviation and Airport Domain

Solution : Deploying a secured solution at five major airports of Kenya integrated with authentication process and package allotment feature. The solution should facilitate visitors to access free wireless internet on their devices for first fifteen minutes and then allow them to purchase the required package for accessing further.

Objective : Providing a secure solution at Kenya Airports, allowing passengers to access Wi-Fi after they are successfully authenticated by a system. The solution should be capable to manage bandwidth and provide relevant internet packages to passengers once they are logged in.

Approach : 24online's premium partner – Encapsulated East Africa Limited, a private incorporated company in Kenya and Tanzania aiming to provide value-added solutions and services in the East and Central African market; approached 24online with a need of deploying a comprehensive solution at five major airports of Kenya to provide wireless internet connectivity to visitors.

Statistics : A centralized 24online SMS 1500i solution is deployed at Jomo Kenyatta International Airport serving as a central database and authentication solution.

Multiple 24online SMS 500i solution has been deployed at Mombasa Airport [MOI International Airport], Kisumu International Airport, Eldoret International Airport, and Wilson Airport of Nairobi.

Company

Kenya Airports Authority is responsible for managing and operating specific airports in Kenya and specific airstrips. It owns and operates five major airports of Kenya that includes Jomo Kenyatta International Airport – Nairobi, Moi International Airport – Mombasa, Eldoret International Airport – Eldoret, Wilson Airport – Nairobi, and Kisumu International Airport – Kisumu.

KAA aims to provide globally competitive airport facilities and services between Kenya and outside world with a vision of achieving accelerated economic growth. All the five airports are the top busiest airports in Kenya serving thousands of passengers travelling at multiple locations.

Challenge

Mr. Donald Oyier, Managing Director of Encapsulated East Africa Limited, listed down all requirements to 24online for deploying a best solution at the airports.

He said “Kenya Airports Authority (KAA) provides facilitates infrastructure for aviation services between Kenya and the outside world. Their aim is to provide globally competitive airport facilities and deploy a robust & scalable solution at different airports.

Our aim is to enable Wi-Fi at all of the international airports so that the passengers can stay connected with their friends, families and office colleagues. We wanted a comprehensive, robust and a scalable solution which can provide authenticated user traffic by which our network remains secured from malicious traffic, online package purchase, bandwidth control, time/usage based packages for users, & fully customized captive portal capabilities. We are happy to select 24online solution which is truly a remarkable solution. We had a faster delivery of solution and it was up & running within few days. We required certain key features like integration with Pesapal Payment Gateway, payment tracking, SMS gateway integration & extensive MIS reports.”

Solution

Based on the requirements placed, 24online offered a solution integrated with following set of features –

Captive Portal Capabilities

24online's captive portal technique enforces unauthenticated users' http request to a web page for authentication purposes before allowing them to surf internet. Whenever a visitor sends internet surfing request, 24online sends captive portal page to their device for authentication process. On successful authentication, user will be able to surf internet from their device within the airport areas.

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.

Walk-in Pin Module

24online offered walk-in pin module in the solution by which Kenya Airports can provide username and password details to their airport visitors for wi-fi connectivity in a pre-paid coupon format.

Walk-in pins module enables admin to generate pre-paid coupons attached with different internet plans/packages created in the system. The walk-in coupons can be purchased by guests at the hotel enabling them to instantly register themselves and access internet.

SMS Gateway Integration

24online is integrated with well-known SMS gateways present in the market by which passengers will receive alert messages on their mobile devices at the time of necessary events.

On receiving access request from users, 24online will send message having OTP [One-Time Password] on relevant mobile number required for authenticating the user.

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.

On successful authentication of a user, 24online will allow user to access wireless internet for free for first fifteen minutes from their device. For further internet access, user will be forwarded to captive portal page where they can purchase the relevant package from the available packages offered by the airport.

Payment Gateway Integration

24online is integrated with Pesapal payment gateway, which allows administrator to easily avail online payments for packages and provide registration/renewal service to their users. Payment gateway integration in the solution allows real time payments from customers using credit cards, visa cards, debit cards, etc for purchasing internet plans.

Multiple Gateway Management

The solution deployed is integrated with 'multiple gateway management' module providing security over multiple ISP 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.

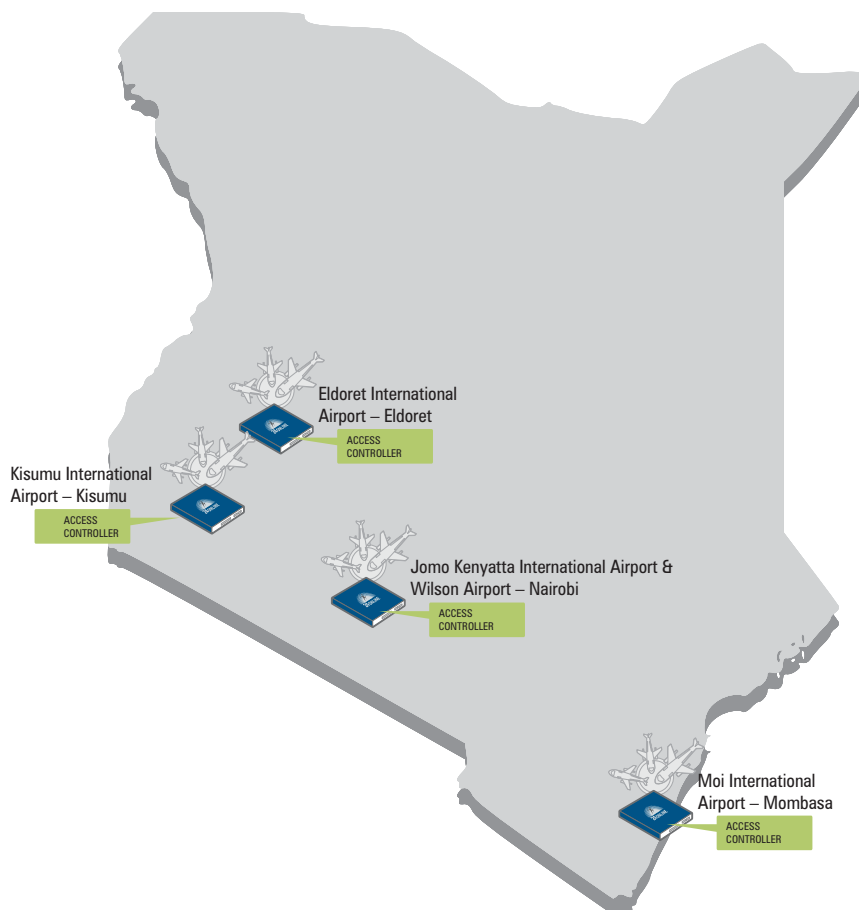
Web Surfing Logger and Audit Logs

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.

Business Impact

- 24online solutions deployed at five airports in Kenya benefits travelers to easily access wireless internet service from their mobile devices or laptops.
- With 24online solution, it becomes easy to provide free wi-fi service for fifteen minutes to first time users and thereafter allow them to purchase required package for further usage.
- The solution is integrated with payment gateway which makes easy for users to quickly purchase the required internet package and start accessing the network.
- With 24online's Websurfing logger and audit log reports, complete surfing details of all users can be obtained. It benefits in efficiently managing and securing the airport network.

Network Diagram



About 24online

24online has pioneered the internet billing and bandwidth management solution in India and today enjoys major market share in the Indian ISP segment. 24online has a vast client base with over 3,500+ installations across the globe and a presence in over 60+ countries such as USA, Australia, India, Saudi Arabia, UAE, Greece, Nigeria, Tanzania, Uganda, Kenya, Iraq, Afghanistan and Bangladesh, catering to more than 3.5 million subscribers.



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