



24online Deploys Hotspot Management Solution at Saudi German Hospital, Dubai



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

“ Saudi German Hospital was facing issues of high bandwidth utilization, unauthorized access from staff and unregistered users. We suggested 24online and after a POC, they understood that 24online offers a secure access with multiple groups and IPs wherever required.” said Mr. Aliasgar Dohadwala, Managing Partner, Visiontech International FZC.

24online Hotspot Management Solution Deployed at Saudi German Hospital for Bandwidth Management and Secured Internet Access

Customer : Saudi German Hospital (SGH), Dubai

Industry : Healthcare Industry

Solution : 24online Hospitality Internet Access solution deployed at Saudi German Hospital, Dubai, consisting of Walk-in module and SMS gateway integration. The solution capably provides secured internet access in the hospital by performing robust authentication and bandwidth distribution process.

Objective : Providing a flexible solution that can effectively manage and control bandwidth, authenticate users to access network, and deliver reports having user surfing details. The solution should be integrated with SGHs database system to fetch user details at the time of authentication.

Approach : SGH approached Visiontech International, premium partner of 24online in UAE, with complete requirements of a hotspot management solution required for their hospital and staff accomdation.

Statistics : 24online Hotspot solution – 500i with 300 users license is deployed to manage and control bandwidth consumption at SGH, Dubai.

Company

Saudi German Hospitals Group is the largest private Healthcare Provider in Middle East and North Africa [MENA] Regions. Saudi German Hospitals Group constructs its own hospital and finances its development to provide superior clinical services that add value to patients and their families, stakeholders, and community as a whole.

SGH, Dubai aims to become a premier healthcare provider in the MENA region delivering best-in-class services. SGH required a comprehensive solution for wireless internet service offered in the hospital to patients, staff, doctors, and visitors that can effectively manage and distribute bandwidth, authenticate user-traffic, and manage hospital network.

Challenge

Mr. Hasnain Juzer, IT Manager from Saudi German Hospital, Dubai stated complete requirements for the solution, “We need a solution that can capably perform strong authentication process by allowing only authenticated users to access the network. The solution should be integrated with our existing ADS [Hospital Database System] to communicate smoothly and fetch user details at the time of authenticating them. Also, the solution should allow admin to create various user accounts based on the different data packages or bandwidth limits to be assigned. The solution should have the facility to generate walk-in coupons in a printable format based on different packages offered by which hospital visitors can easily login and use the wi-fi service. We need SMS integration in the solution to authenticate users by sending OTP [One Time Password] and providing network access on successful verification. The solution should be able to generate reports based on users usage and bandwidth utilisation helping us in evaluating and managing overall usage and network traffic”.

Solution

Offering wireless internet access to patients, visitors, and staff at hospitals and medical centres are becoming an evolving trend. With internet access, staff can easily communicate and share necessary information with each other in the hospital.

24online Hotspot Management Solution

24online Wi-Fi solution is designed and developed considering various needs of healthcare segments. It can manage and effectively distribute bandwidth as required among various user groups, allow only authenticated users to enter network, and generate various reports based on user logs and usage.

Bandwidth Management and Controlling

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. SGH can implement bandwidth restriction based on user type and data usage in addition to quotas on individual or shared basis.

24online offers package management feature by which different data plans for different user groups can be created.

Authentication, Authorization and Accounting [AAA]

24online offers web-based authentication through client

software and login via username and password. It provides authorization based on IP and MAC addresses and comprehensive accounting based on time, duration, and usage. 24online redirects unauthorized users to a web-based authentication page, delivering high ease of use.

Coupon Management

24online enables healthcare institutes to provide direct wireless internet access to users using Walk-in PINs & passwords. This module eliminates the requirement of creating/registering users account before providing accessing internet. Walk-in PINs can be generated for the selected packages. These walk-in pins and passwords can be printed as prepaid cards and sold over the reception counter.

24online PIN Management facilitates multiple voucher generation, which can be restricted by package or franchisee. The prepaid vouchers enable instant web-based registration and renewal for regular and walk-in customers.

24online enables online payment gateway* integration. It maintains multiple templates for customization by the institutes with branded voucher and coupon printing. Transactions can be searched by PIN prefix, status, package, zone, processing status, enabling rapid problem resolution.

User Management

24online's user management feature will help admin to manage all users and view connected users in the network instantly. It facilitates to add, update, delete, or search package details of the user and keep continuous track of complete user details like package details and bandwidth usage.

Individual data plans can be assigned to users and also restrictions can be defined for user groups, i.e. restrictions on quota, security policy, and speed may vary for patients, visitors and staff members.

ADS Integration

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.

SMS Gateway

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.

Reporting

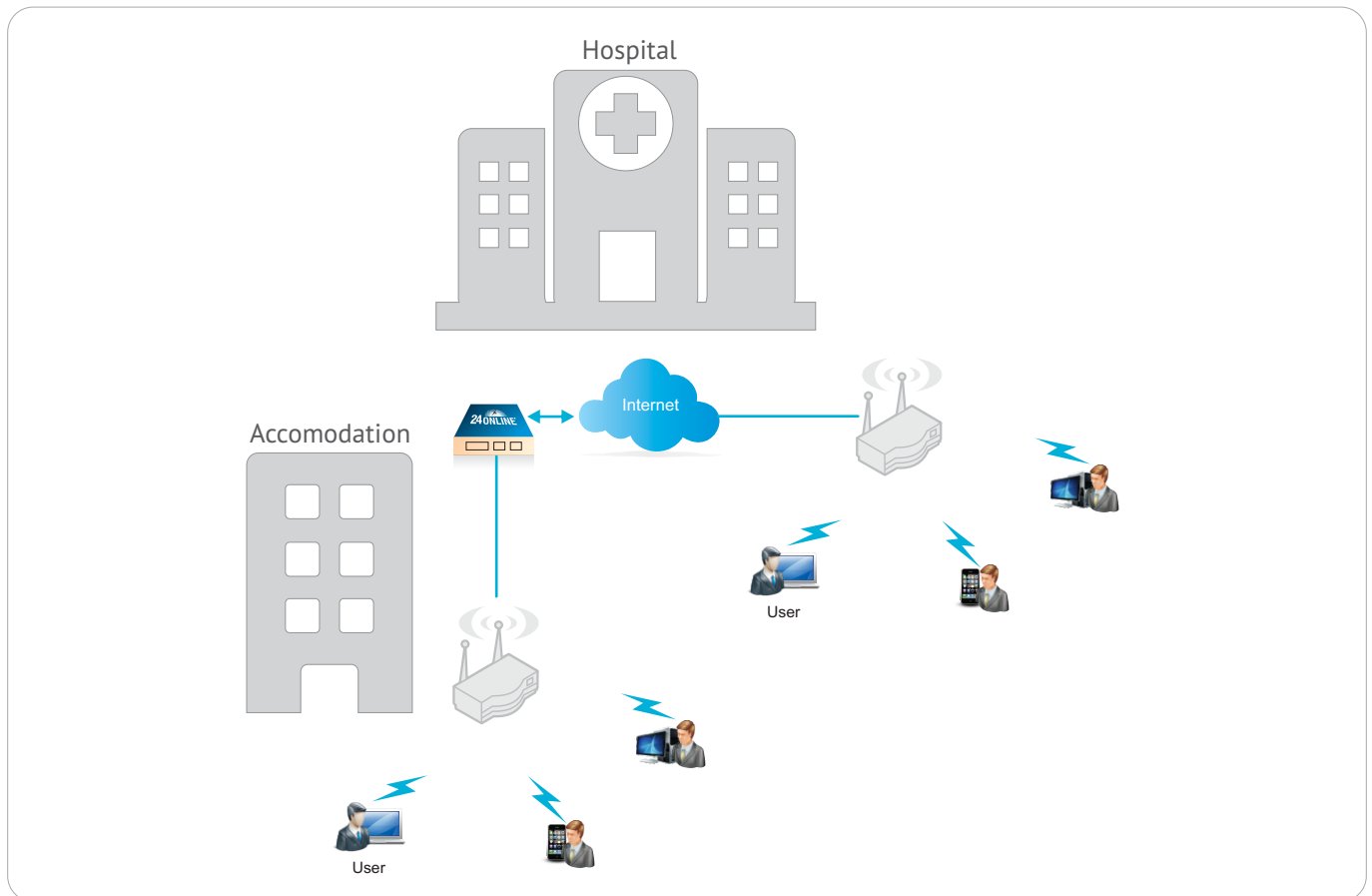
With the help of this module, reports in printable and graphical format can be obtained listing down the surfing details of each user. It also helps to ensure about network security and in case of any malicious activity occurrence it makes easy to evaluate by reviewing reports stored in the system.

Business Benefits

A comprehensive solution featuring flawless bandwidth management and effective authentication process is deployed at Saudi German Hospital, Dubai enabling them to offer wireless access to their patients, visitors, and staff.

The solution effectively controls and manages fair distribution of bandwidth, allows only authenticated user traffic, and provides reports having user surfing details. The solution is integrated with flexible user management and package management features by which hospital admin can create various user groups according to different data packages to be assigned. Admin can create different data packages with customized bandwidth or time usage limits and assign them to different user groups as per the requirements.

Network Diagram



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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