24 ONLINE®

24online Deploys at Junisat Solutions – A Leading ISP in Nigeria, Africa

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 in our network, we have clearly observed the increase in scalability and commendable decrease of revenue leakage as well as franchisee operations has been smooth. Customer satisfaction was icing on the cake. ❞

24online Deploys Internet Access Management at Junisat Solutions – A Leading ISP in Nigeria, Africa

Customer : Junisat Solutions, Nigeria

Industry : Internet Service Provider [ISP]

Solution : 24online SMS 1500i solution with pin management module, high-availability, data transfer module, Netkapture reporting, and SNAT module.

Objective : To deploy a solution catering all challenges and needs of Junisat Solutions making their complete bandwidth management and internet billing process smooth.

Approach : Network Administrator of Hyperia Limited, approached 24online with various requirements for the purpose of offering flawless internet connectivity to its users. They needed a standalone solution helping them to be the most stable internet service provider in Nigeria.

Statistics : 24online SMS solution – 1500i is deployed at Junisat Solutions Limited with 200 user licenses.

Company

Junisat Solutions Limited commonly known as Juniper Solutions, Nigeria is a global ICT Company having over 25 years of experience in delivering managed services, complete IT and Telecom solutions.

Junisat Solutions Limited has broadband internet services across Nigeria.

Challenge

Junisat Solutions Limited wanted a comprehensive billing and bandwidth management solution helping them to raise the benchmark of customer experience by providing, maintaining, and delivering cutting edge services.

The requirement placed by Junisat includes, "There is a need of a complete solution allowing us to create and offer variety of internet plans as per the market needs and trends. The solution should efficiently perform bandwidth management and monitoring along with pre-paid and post-paid billing functions with single invoice facility for multiple services. The solution should facilitate creation of printable pre-paid walk-in coupons based on different packages offered, that can be availed by users. The solution should allow admin to define and allocate different quota limits for each user or package. The solution should support high availability feature, in case of network/hardware failure, the auxiliary appliance will take over the charge and process entire network traffic. This will help them to deliver continuous connection service to their customers, reducing downtime to add customer satisfaction, and avoid huge data loss."

Solution

A comprehensive solution addressing all challenges placed by Junisat Solutions Limited was deployed by 24online. The solution deployed can capably manage bandwidth for Junisat, perform billing functions as per the requirement, and provides network security.

Internet Billing and Bandwidth 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.

Based on the number of users added in the network, each client is given different internet plan and added as different group of users. The solution at Junisat will automatically rate and charge each group based on their usage. 24oline will perform complete billing of each user based on their usage and will create separate invoices.

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.

Package Management

24online allows admin to create different type of plans based on time or usage as per the requirement. It facilitates package and policies creation features using which admin can create different packages and allot them room wise in a hotel.

SNAT Management

SNAT Management module helps in creating various types of pools. It provides a secure mechanism for translating internal, non-routable addresses into routable addresses.

A solution deployed offers SNAT Management that helps in source natting of IP addresses. Admin will be able to perform different actions with this module, like NAT to single IP, NAT to internet public IP, and driving local traffic to the internet.

Data Transfer Module

24online provided data transfer module by which Junisat can create different data transfer plans for their subscribers and provide pre-paid/post-paid plans based on upload and download data transfer. With the help of this module, admin can also define data transfer policies that can be used to restrict users from uploading or downloading high amount of data. User is allotted number of data transfer for browsing internet and user remains in active state till the limit of data transfer exhausts. With data transfer policy one can set conditions and allot data limits.

Pin Management

24online pin module offers the facility to attach Internet plans created in the system, to be converted into pre-paid pins in printable formats, which can be readily available for purchase as pre-paid vouchers. The walk-in pin is provided to end user with general details about the username, password and accounting details. Walk pin enable instant subscriber registration for walk-in customers and allows Internet access. Normal pins allow user registration and renewal for their selected plans. With the help of pin facility, users can also renew their account directly from the online portal. Also, client and user have the flexibility to reduce manual intervention in subscribing and renewing for their internet plans.

High-Availability

24online High Availability technology helps to smartly handle user-requests traffic as well as network issues by automatically transferring traffic to the secondary appliance. It benefits in increasing the service credibility, preventing the huge data-loss, and providing continuous connection as well as security service reducing downtime in services and to add customer satisfaction.

Netkapture

24online solution offers an advanced feature – NetKapture, which acts a 'watchman' of hotel's network taking care of each and every protocol request sent and received by the network. With this feature, all the logs can be easily traced and different types of reports can be generated as and when needed.
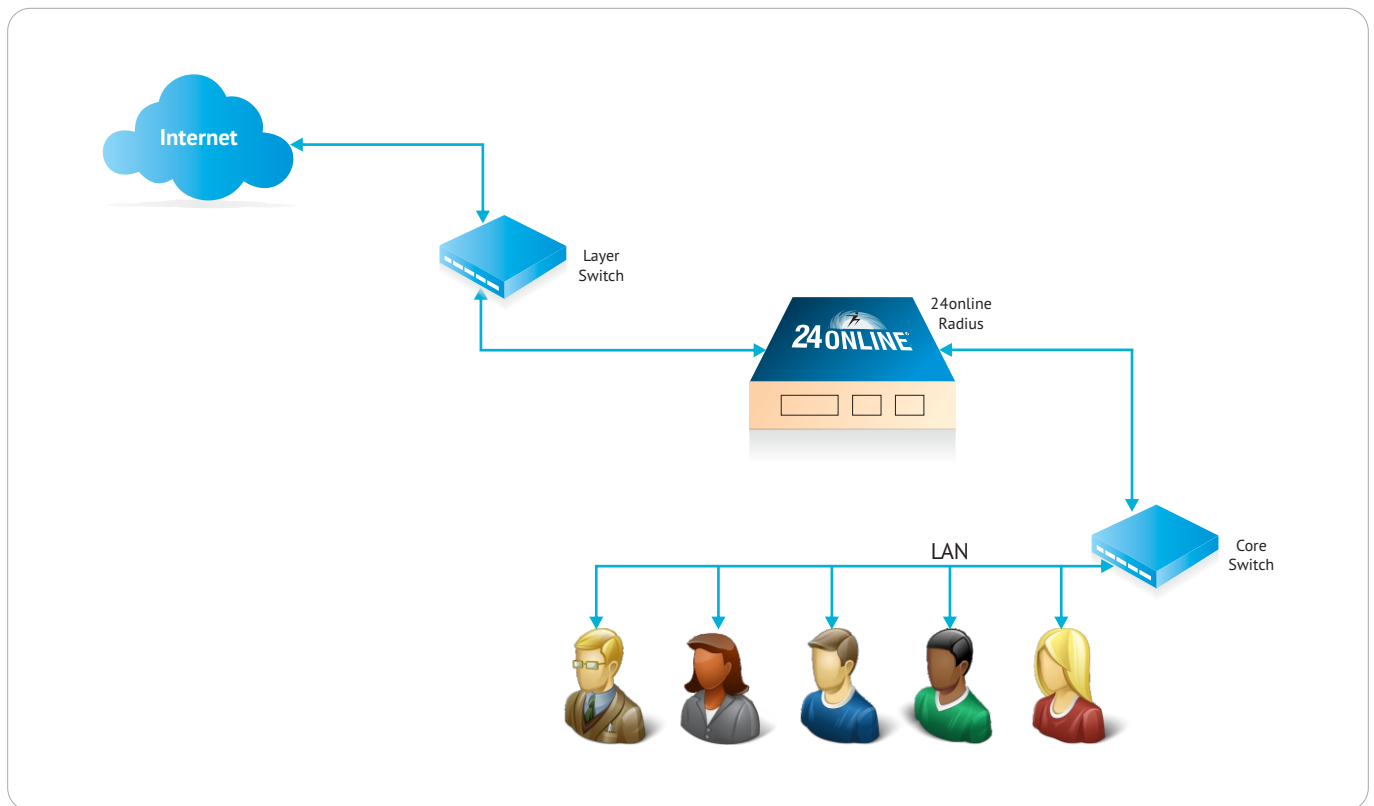
Business Impact

24online network solution helps Hyperia to easily deal with all challenges involved and cater their customers with qualitative services meeting their needs.

-   With 24online comprehensive solution deployment, Junisat Solutions offers high-speed internet connectivity across African continent regions.
-   With 24online solution deployed with all needed features, Junisat Solutions can offer customized internet plans to their clients and deliver internet access on secured networks increasing users' satisfaction.
-   24online solution facilitates Junisat to offer internet access using pre-paid coupons based on hours/days, data usage and discounts.
-   With advanced integrated netkapture feature, all logs can be traced with ease which helps in maintaining and managing the system efficiently and delivering qualitative service to end users.

"24online solution loaded with all required features aids us to deliver best-in-class customer experience with our services along with smoothly managing our network".

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.

24 ONLINE
INFO TECHNOLOGIES PRIVATE LIMITED

Contact Us
sales@24onlinebilling.com