Case Study

24online Now Supports Hyperia Network all over Nigeria

24online Offers Standalone Solution for High Speed Internet Service across the Country at Hyperia Ltd., Nigeria

Customer	:	Hyperia Limited, Nigeria
Industry	:	Telecommunication Industry
Solution	:	Internet Billing and Bandwidth Management solution accomplishing all requirements placed by Hyperia Limited, Nigeria
Objective	:	Highly scalable solution is offered integrated with bandwidth control, billing on data usage etc., facilitating Hyperia Limited to provide internet access to its users.
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	:	A 24online SMS 1500i solution is deployed integrated with required features.

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. "

Company

Hyperia Limited is one of the oldest names in the African internet space dedicated to provide low cost and easy to access internet service at various cities of Nigeria and Africa. With headquarters in Lagos and branch offices in several cities in Nigeria, Hyperia is prominent to deliver most reliable and high-speed internet connectivity service.

24online offered them an apt solution for bandwidth management, access control, and internet billing facilities helping them with maximized revenue.

Challenge

Mr. Sunil K.P, Network Administrator of Hyperia Limited, Nigeria listed complete requirements needed in a solution to provide competitive service and to offer promising tailor made solutions to all their clients.

He said, "We require a solution that has the capability to create different data plans and packages for different user groups and business environments. The solution should be having a feature to design pre-paid coupons on the basis of different packages offered; which can be easily availed by the users. The solution should be flexible enough that allows creating multiple admin users and takes charge of subscriber management and billing management at the centralized level. There is a need to integrate payment gateway in the solution so as to assist users to easily carry on with their various transactions".

Solution

24online deployed a comprehensive solution catering all required of Hyperia Limited; addressing all the challenging issues like internet billing, network security, and many others.

24online Deployment in Multi-Mode

24online offered its standalone mode solution, in which 24online also acts as NAS responsible for access control, bandwidth allocation, restriction captive portal capabilities, DHCP, bandwidth policy enforcement, user access control, and communication with RADIUS. And 24online also acts as AAA for performing the Authentication Authorization and Accounting functionalities of all the users and maintaining entire user logs in the system. All IP pools are created in 24online, and user requests pass through 24online.

The single standalone solution is deployed at Hyperia to manage both of the functionality in the single box. Complete information of the users like usage details, policies and internet plans created for different clients will be stored in the 24online database.

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.

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 Hyperia 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.

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.

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. With the help of facility client and user have the flexibility to reduce manual intervention in subscribing and renewing for their internet plans.

Data Transfer Module

24online provided data transfer module by which Hyperia 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.

Payment Gateway Integration

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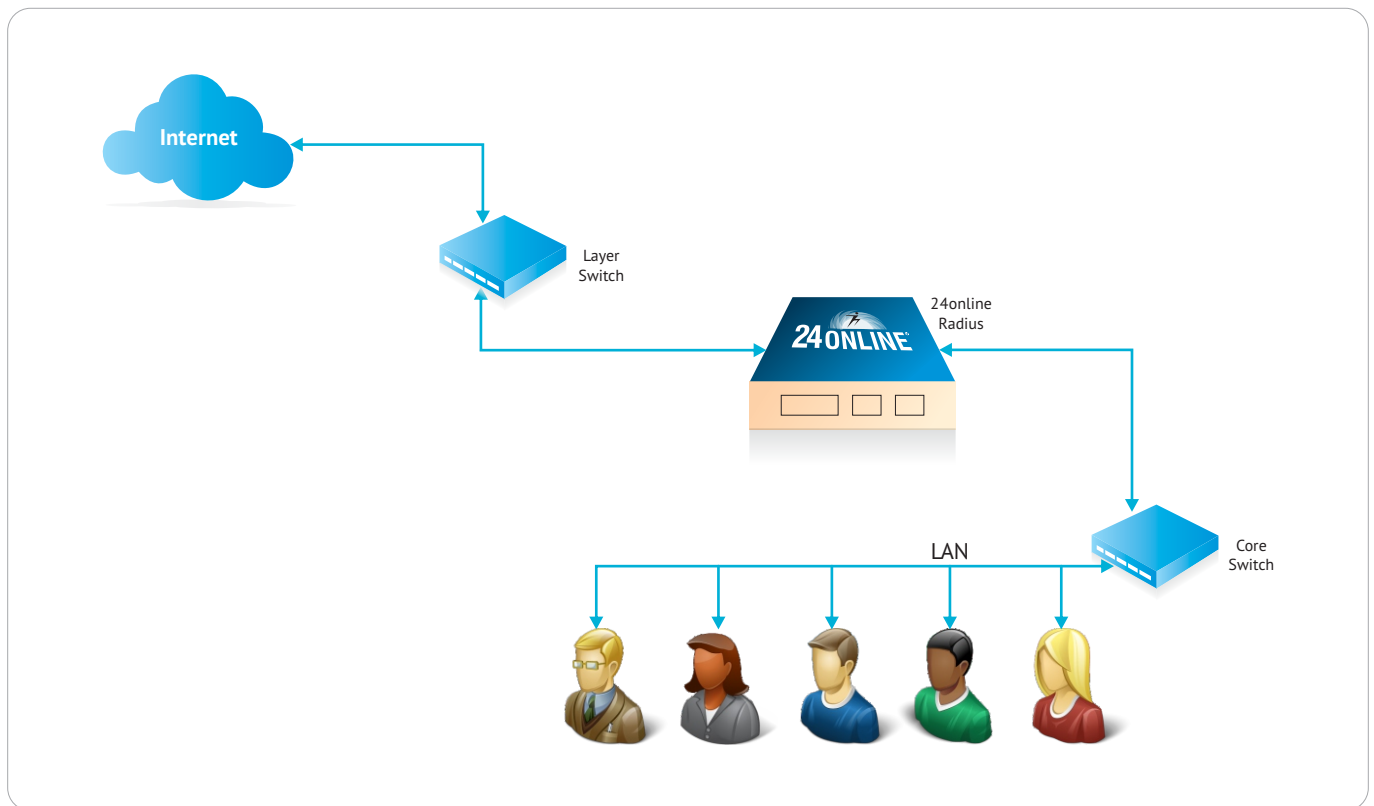
Business Impact

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

- With deployment of 24online solution, Hyperia offers a secured internet service across the country with latest advanced technology and set of features.
- Unlimited number of users can be easily managed in a dynamic network with subscriber management feature integrated in the solution.

- With multiple gateway integration, it will be helpful to offer high-speed connectivity even during peak hours. The failure detection will be known immediately and traffic will be redirected to working gateways automatically and intelligently.
- Different promotional offers or discount offers available on internet packages can be easily offered to users thru billing management feature.
- With 24online's MIS and Audit log reports, complete details of data transfer, bandwidth consumption, internet packages, active/inactive users, and each other aspect of users and system can be obtained. This helps in managing the system efficiently and hence providing qualitative service to end users.

"The solution delivered by 24online team is loaded with all features required by us aiding to capably manage our network. It has made the complete process of billing and bandwidth management much simpler and smoother", said Mr. Sunil K.P, Network Administrator of Hyperia Limited.

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.

Contact Us
sales@24onlinebilling.com

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