HSIA with Seamless Integration to the IPTV Platform

Security

- Provides highly secured firewall access by using dual homed server.
- Provides access rules based on protocols and IP addresses.

Seamless guest connection experience

- Dynamic IP address translation and Dynamic Host Configuration Protocol (DHCP) provides guest with transparent network connectivity. This resolves IP issues and reduces technical support cost.
- Allows guest to connect from Guest Room and conference room or any node in the hotel provided the network link is available using wired or wireless.

Bandwidth Management.

- Can configure separate bandwidth setting for upstream and downstream communication to restrict speed.
- Charges can be configured based on volume (megabytes).
- Supports multiple WAN connections for load balancing.

Flexible charging methods

- By Duration Hourly, Daily, Monthly and Yearly charges.
- By Volume (megabytes).
- By combining Duration and Volume (megabytes).
- Location based charging - You can have different charges for connection from Lobby or Connection from Room etc.
- Multiple connection or Single connection charging from Room - In a room each guest can be made to charge for each connection or all guests can use the Internet simultaneously with single charge.
- A guest connection can be made either:
  - Single login The time left is counted even if the guest is offline (generate more profit).
  - Log off support The guest can log off and then use the remaining time later by logging in again.
- Guest can be given free Internet access for entire stay or first use.
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**PMS Link**

- Can be connected to a number of approved PMS systems namely Opera, Fidelio, IDS, Protel, etc.
- PMS link provides facility to post charges directly to the guest folio.
- Provides automatic check in, check out and room transfer features.
- Provides automatic changing of charges based on Guest Class/Status in PMS for privileged guest.

**Access control**

- When guest launches the browser, the guest will be redirects to authorization screen. Based on the Network / Location configuration the charges and the web page layout can be changed. Also provides additional security by not allowing guest to browse the internet till the guest is authenticated.
- The Login / Landing page can be customized and designed by the hotel with user friendly, eye-catching, stylish, rich look and feel and integrated into HIPTV.
- Configurable guest authentication:
  - User ID and Password.
  - User ID, Guest Name (First or Last or Both).
  - Room Number, Guest Name (First or Last or Both).
  - Room Number and Password.
  - Prepaid ID and password
  - Meeting ID and password
- On more sophisticated network switch, guest can be authenticated automatically using Virtual LAN feature.
- Allow guest to switch between multiple devices such as mobile, Laptop or desktop with one user ID and Password.
- Expiry time can be given for each User ID.

**In House / Postpaid Guest Features**

- Generate multiple User ID and Password for a room.
- Option for guest to select the duration or fixed time.
- Dynamically generated password for guest access when doing check in/out.
- After Authorization Features:
  - Shows Duration Left
  - Redirects to default portal page or browser home page
  - Log off session (If enabled)
  - Guest can change password
  - Option to show Guest Roaming / Other IDs
  - View Bill - Guest can view their bill on the laptop. (WISH front office PMS Only).
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Prepaid Guest features

- Generate prepaid account with User ID and Password with fixed duration.
- Bulk prepaid ID generation.
- Unlimited User ID generation.
- After Authorization Features:
  - Shows Duration Left
  - Redirects to default portal page or browser home page
  - Log off session (If enabled)

Meeting / Conference features

- One User ID and password for multiple connection
- Validation of Date and time of the event
- Limit allowed connection for each meeting
- Bandwidth management

Reports

- Register
- ID wise Usage
- Duration Usage
- Duration Usage Summary
- Prepaid account list

Logs

- PMS log
- HIPTV Manager log
- Authentication Log
- Internet Log

HIPTV Add On

Business Centre Module

- Windows Shell client program (customers will not see the start menu and desktop of windows)
- Unlimited number of menu groups and shortcuts to enable programs the customer can launch such as Word, Excel, Messenger, games etc
- One click launch to most used sites.
- Password protected administration of client
HSIA Server Implementation

(software licensing in bundles of 250 users, up to many 1000s)
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Access Controller
- Inbuilt RADIUS
- Customizable Captive Portal Capabilities
- Authentication, Authorization & Accounting (AAA)
- Centralized Database Server
- DHCP and DDNS
- MAC address and IP address-based authorization
- Integrated SMS Gateway

Guest Management
- Add Room Range and Room Types
- Add Guest as User in the system
- Create Hourly and Days Based Plans
- Guest Webself Care
- Login Once
- Room to Port Mapping
- Zero Configuration
- Seamless Roaming (Wired to Wireless)

Integrated Property Management Systems
- Fidelio
- Shawman
- IDS
- Amadeus
- SAP

Billing
- Converged Invoice for Data and IPTV Services
- Customizable Invoice Creation
- Tax and Ancillary Services
- Pre-Paid Voucher Generation and Printing
- Guest Payment Tracker & Currency Converter Facility
  - Integrated Payment Gateways
  - Paypal, Payseal, Securepay, HDFC, Tech Process

Administration
- Role Based Multiple Level Administration
- Franchisee Management for chain of Hotels
- Swift User Migration Facility

Extensive Reporting
- MIS Reporting
- Audit Log Reporting
- NetKapture
- Weblogger
- iView Integration
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**Internet Facility Structure**

1. Hotel takes bandwidth from Internet service provider
2. Provides wired or Wi-Fi access on premises
3. Generates prepaid cards of various plans

**Coupon Option Structure**

3. Guest accesses Internet with PIN and password
   - Prevents unauthorized access

Prepaid cards of various plans
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Coupon Option Functionality

1. Guest accesses Internet
2. Accounting based on
3. Automatic alerts for package renewal and expiry
4. Automatic disconnection on expiry

In-Room Guest Enabled Service

Guest Checks In – PMS updated
Hotel takes bandwidth from Internet service provider

Guest send package purchase request from room
Welcome SMS message to guest

Guest check out and receives SMS
restricts unauthorized access
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Online Purchase Flow Diagram

Complete Internet Billing