



## Internet Connectivity, Billing & Management Solutions

Specializing in Solutions for:

- Hospitality & Convention Centers
- Education – Student housing
- Municipal
- MDU/MTU

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## **SolutionIP™ 6.2**

Internet Connectivity, Billing & Management Software

*Internet users want the ability to turn on their wireless laptop or plug in and access their applications or corporate network in just two or three clicks – no reconfiguring, no network changes, no software to download or install. Property owners want to offer users new services to enhance their visit and to build loyal customers. They require proven 100% reliable self-provisioning software that needs no interaction from the front desk.*

*SolutionIP™ is feature rich and flexible in functionality that will help properties provide these services.*

### **CONNECTIVITY**

#### **Plug and Play Access and/or Seamless Wireless Access**

A Web page takes users through simple steps to register and connect within seconds, without reconfiguring network or proxy settings. Users are presented with a number of service offerings and they can register with a simple point and click, connecting to the Internet without assistance. SolutionIP™ connects all network-enabled laptop with the Internet and or their corporate networks. This plug and play access provides seamless email handling; enabling users to send and receive email as if they were on their home or corporate networks without changing their email settings.

SolutionIP™ supports both DHCP and static IP clients, proxy configured browsers, adaptive one-to-one NAT for VPN users, and email redirection.

**Value to the business:** SolutionIP™ simplifies users' experience; it is easy for them to connect to the Internet and their corporate email and VPNs. Once connected, users can send and receive email as if they are in their office. There are no changes required for connection; therefore no settings to change or software to delete when the user returns to the office. Because client software is not required and there are no changes to the PC, the property owner is not liable for any damages or changes users make to their devices.

In order for users to register, SolutionIP™ does not require intervention by the front desk or the property office.

Payment for the service can be collected from pre-paid access cards, room billing, and credit cards. Users register themselves for the service.

With SolutionIP™ installed, users' email functions properly with no client system changes, thereby eliminating related support costs. Additionally, multiple email addresses are supported simultaneously: Hotmail™ and corporate.

#### **Real IP™**

Real IP™ is a publicly addressable IP address and a feature offered in the product. It gives property managers the ability to offer a premium service for users that want a public (routable) IP address. Users with Real IP™ service can access their office network and files via their secure VPN and work as if they were in their offices.

The system allows these "Real IPs" to co-exist with masqueraded IP addresses so property managers or service providers can offer Real IP™ service without a significant investment, while conserving valuable IP addresses and still guaranteeing VPN connectivity. SolutionIP™ allows users to decide what type of IP address they require.

SolutionIP™ also has the ability to allow users with static IP addresses to use Real IP™ service by NATing them to a routable IP.

Public addresses are required for some Internet applications such as Web servers, videoconferencing, and VPN connections.



## **SolutionIP™ 6.2**

Internet Connectivity, Billing & Management Software

**Value to the business:** Business travelers requiring a public IP address can connect to their corporate VPN and work as if they are in their office. By offering Real IP™ service any VPN configuration will work seamlessly for users. Properties offering this service will generate loyal business customers who will return to a property that offers Real IP™.

Many properties promote they offer HSIA; however, only properties running SolutionIP™ can self-provision Real IP™ giving them full VPN capability.

Real IP™ offers the property the ability to establish a new revenue opportunity by charging a premium for this service. The property can market the service as a means to differentiate itself. The property can continue to offer a base level of service for free, and also offer access to corporate networks for a fee.

For example, a property could charge \$3 per day for regular service and \$10 per day for Real IP™ (corporate VPN business user). Additionally, Real IP™ also allows other services such as running a web server or video conferencing from a user system.

### **Static Real IP™**

SolutionIP™ allows users with a static network configuration to register for Real IP™ (a public IP address) service.

**Value to the business:** This reduces support calls.

### **POP3 Response**

SolutionIP™ allows the network administrator the option to redirect POP3 traffic for unregistered end-users.

**Value to the business:** This allows the property to send unregistered end-users a welcome message if they POP their email before registering. The property can list the features and benefits of the SolutionIP™ service and encourage users to register.

### **Location Based Authentication and Features**

SolutionIP™ identifies the location of user traffic. This feature allows automatic room based billing based on user location which means the property has the flexibility to offer different service options to different locations within a property. Folio reconciliation requires PMS module. Location based authentication can be facilitated with access codes.

**Value to the business:** This feature allows properties to bill Internet charges directly to the room or specific location. For example, users can go to their rooms, register to use the service, and the front desk does not have to be involved.

### **Established Connections Option**

SolutionIP™ allows the network administrator the option to allow end-users to continue to use established connections after being unregistered. This is important due to the growing use of VPNs, chat application, ftp, etc.

**Value to the business:** End-users actively using the Internet at expiration time will not lose their connections. No unhappy users.



## **SolutionIP™ 6.2**

Internet Connectivity, Billing & Management Software

### **User-Based Codes**

Users purchase a user-based code for predefined services and time. Once registered, a user can move from one room or port to another and the system will recognize the user's unique MAC address and not re-bill the user. Wireless users can also use prepaid codes to obtain network access.

Specific levels of service associated with the access code can be set up by blocks of time, service levels, bandwidth and/or type of IP address. Access codes are designed for environments where the user will pay for the service at a desk or counter and receive a specific level of service.

**Value to the business:** Prepaid user-based codes promote point of sale billing and are an alternative to credit card billing for properties that wish to have cash transactions. Codes are most commonly used in transient locations, like a hotel lobby, coffee shop or a conference room.

### **Location Based Access Codes**

This feature is an optional additional level of security that can be applied to any port. Properties may want to restrict access to specific ports by implementing this feature. For example, this additional level of security may be needed in a hotel conference room, a business centre or a lobby that is not secure.

A user can register for service with an access code on any port that offers access code registration without physically being in the room. The bill for the service will be applied to the user's location.

**Value to the business:** Location based codes give the property the ability to customize and control system access and link the access code to a location for billing purposes.

### **Multi-Use (User-Based) Codes**

SolutionIP™ allows the creation of multi-use user-based codes.

**Value to the business:** Property administrators can create multi-use codes. The administrator can also edit codes to change the code and number of uses.

## **MARKETING TOOLS AND OPPORTUNITIES**

### **Multi-Language Options For User Interface**

SolutionIP™ allows the administrator to change the language for the user interface. Users can access the system in their own language.

**Value to the business:** The property and/or organization has the ability to provide local language support, thus offering more choice and convenience to its users.

### **Portal Push**

SolutionIP™ directs users to a local registration page when they launch their browsers to connect to the Internet. Once users have registered, they are directed to a portal (website) designated by the property owner. Each network port in the property can have a different portal pushed to the user, or every port can be set up with the same portal, allowing complete flexibility in delivering content to the user.



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Content is sent to specific users based on physical location. For instance, if users are in the lobby they can be directed to a web page that advertises the gift shop, daily specials in the restaurant, etc; if users are in their rooms, the hotel can advertise various other amenities of the property.

**Value to the business:** From a marketing point of view, a property could engage local businesses to participate in this service by buying advertising space. By allowing each port to have a different portal, the property can send specific messages to their users.

### **Re-Forced Portal Push**

SolutionIP™'s re-forced portal push enables properties to re-direct users to the property's portal. For example, if users' computers are idle for a period of time and they begin using them again, they can be re-directed to the portal that is designated for those ports. By setting intervals, the property can control how often users will see the forced portal.

**Value to the business:** The property can ensure that users see specific web pages and content.

### **Walled Garden**

With this unique feature, property owners can offer users a group of websites to browse for free without registration. Up to 200 websites can be configured for free access. For example, a property may allow users to view the websites of local businesses and attractions without requiring registration for Internet service.

**Value to the business:** Advertising from local businesses who are part of the walled garden provides an additional revenue stream for the property. Allowing users to try the service may increase the number of users who subscribe.

### **1-Way and 2-Way Bandwidth Management**

SolutionIP™'s basic bandwidth management capability allows the customer to control the download and upload bandwidth speed offered to end-users. SolutionIP™ can deliver different speed and pricing combinations with no network reconfiguration or management. 1-way bandwidth speed limits the download connection speed, while the upload bandwidth speed is not limited. 2-way bandwidth speed limits both the download and the upload speed to the same rate. Users can select from the service levels offered with a simple point and click command, lowering support costs and helping to reduce network congestion.

**Value to the business:** Controlling LAN usage allows the property to charge a premium rate based on bandwidth usage and can reduce network congestion.

**SolutionIP™ 6.2**

Internet Connectivity, Billing & Management Software



**SolutionIP™ 6.2 Features and Benefits -**

| <b>CONNECTIVITY</b>                        |   |
|--|---|
| Seamless Access                            | <ul style="list-style-type: none"> <li>• Simplifies the guest's experience</li> </ul>   |
| Real IP™ (Publicly Addressable IP Address) | <ul style="list-style-type: none"> <li>• Ensures any VPN configuration will work seamlessly for users</li> <li>• Offers the property the ability to establish a new revenue opportunity by charging a premium for this service</li> </ul>                         |
| Static Real IP™                            | <ul style="list-style-type: none"> <li>• Allows guests with a static network configuration to register for Real IP™ (a public IP address) service</li> </ul>  |
| POP3 Response                              | <ul style="list-style-type: none"> <li>• Allows the property to send unregistered end-users a welcome message if they POP their email before registering</li> </ul>   |
| Location Based Features and Authentication | <ul style="list-style-type: none"> <li>• Enables properties to bill Internet charges directly to the room or specific location and offer a different Internet experience in different areas of the property</li> </ul>  |
| Established Connections Option             | <ul style="list-style-type: none"> <li>• Ensures end-users actively using the Internet at expiration time will not lose their connections</li> </ul>  |
| Static or Dynamic ISP Connection           | <ul style="list-style-type: none"> <li>• Allows properties to use alternative service packages or network configurations from their Internet provider</li> </ul>  |
| Real Time Proxy Detection                  | <ul style="list-style-type: none"> <li>• Accommodates users with pre-set proxy ports without any intervention by support staff</li> </ul>   |
| PDA Support                                | <ul style="list-style-type: none"> <li>• Allows PDA users to view a modified version of the registration/welcome screen</li> </ul>  |
| Network Infrastructure Interoperable       | <ul style="list-style-type: none"> <li>• Accommodates various types of network infrastructures to keep deployment costs low</li> </ul>  |
| Wired to Wireless Roaming                  | <ul style="list-style-type: none"> <li>• Enables registered users to roam seamlessly between wired and wireless access without having to re-register</li> </ul>   |
| 1-Way PMS Integration                      | <ul style="list-style-type: none"> <li>• Provides hotels with an integrated, automated solution for the property, no interaction with staff required</li> <li>• Allows guests to charge the service to their room</li> </ul>                                      |
| <b>BILLING</b>                             |   |
| Time Based Billing                         | <ul style="list-style-type: none"> <li>• Offers flexibility to bill by the minute, hour, day, week, month, year, etc.</li> </ul>  |
| Usage Based Billing                        | <ul style="list-style-type: none"> <li>• Allows the property to pass the charge directly to the user according to his or her actual use (in cases that the property's Internet Service Provider charges the property by the Megabyte)</li> </ul>                  |
| Credit Card Authorization                  | <ul style="list-style-type: none"> <li>• Allows users to purchase the service by credit card, no interactive from staff required</li> <li>• Fees for the service are collected and deposited into the property's assigned account</li> </ul>                      |
| User-Based Codes                           | <ul style="list-style-type: none"> <li>• Act a pay-per-use alternative to credit card billing for properties that wish to have cash transactions</li> <li>• Ideal for use in transient locations, like a hotel lobby, coffee shop or a conference room</li> </ul> |
| Location Based Access Codes                | <ul style="list-style-type: none"> <li>• Provide the ability to customize and control system access and link the access code to a location for billing purposes.</li> </ul>   |

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|   |   |
|---|---|
| Multi-Use User-Based Codes                    | <ul style="list-style-type: none"> <li>Allows the property to create multi-use codes for access</li> </ul>  |
| <b>MARKETING</b>                              |   |
| Multi-Language Options for User Interface     | <ul style="list-style-type: none"> <li>Enables the property to provide splash screens in different languages, accommodating more users</li> </ul>   |
| Portal Push and Re-Forced Portal Push         | <ul style="list-style-type: none"> <li>Allows the property to determine which web pages and content guests see after registration and after waking an idle computer</li> <li>Offers the property the option to engage local businesses to participate in this service by buying advertising space – by allowing each port to have a different portal, the property can send specific messages to their users</li> </ul> |
| Walled Garden                                 | <ul style="list-style-type: none"> <li>Enables properties to offer a list of free web sites a user can see before registering for service</li> <li>Provides an additional revenue stream from properties who wish to charge local businesses to be part of the walled garden</li> <li>Allows users to test the service before purchasing</li> </ul>   |
| 1-Way and 2-Way Bandwidth Management          | <ul style="list-style-type: none"> <li>Controls LAN usage to allow the property to charge a premium rate based on bandwidth usage</li> <li>Reduces network congestion</li> </ul>  |
| <b>ADMINISTRATION</b>                         |   |
| Web-Based Administration                      | <ul style="list-style-type: none"> <li>Enables the local property staff to administer the system without requiring a professional IT person</li> </ul>  |
| GUI System Management and Configuration Tools | <ul style="list-style-type: none"> <li>Allows management of multiple sites from a single remote location</li> </ul>   |
| LAN Services                                  | <ul style="list-style-type: none"> <li>Enables organizations to share the same infrastructure (same wiring and same switches) to offer multiple distinct services</li> </ul>  |
| Smart UPS Support                             | <ul style="list-style-type: none"> <li>Enhances reliability, ensuring minimal downtime, and provides protection against power fluctuations</li> </ul>   |
| Standard Reporting                            | <ul style="list-style-type: none"> <li>Allows the property to use the reports to determine usage of the system</li> </ul>   |
| CSV File Import for Codes, Rooms and Devices  | <ul style="list-style-type: none"> <li>Saves time when the system administrator is configuring the system</li> </ul>  |
| <b>SECURITY</b>                               |   |
| Spam Control                                  | <ul style="list-style-type: none"> <li>Prevents the system from being used as an email spam relay, ensuring that the HSIA is not abused</li> </ul>  |

**For more information, please contact:**

AFL Telecommunications  
Phone: 864 433 8072  
Email: kent.brown@afitele.com  
[www.afitele.com](http://www.afitele.com)