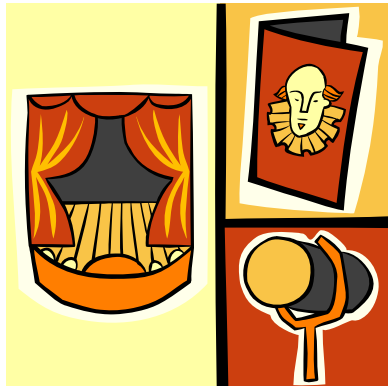


WiNOC Hotel Internet Service Operations Support System

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Product Manager
2/25/2013



YesTurnkey Technology, Inc.
<http://www.yesturnkey.com>
Hotspot/Hotzone Solution Provider

Outline

- Successful Cases
- Awards
- Expected ROI
- Network Architecture and Key Features
- Benefits



Successful Cases

- **Shangri-la Taipei, Far-Eastern Plaza Hotel** (2006/5, 2012/5) <http://www.shangri-la.com/>
- **Grand Hi-Lai Hotel, Taiwan Kaohsiung** (2007/10/1) <http://www.grand-hilai.com.tw>
- **MGM Grand Macau** (2007/12/18) <http://www.mgmgrandmacau.com/>
- **Crowne Plaza Kaohsiung E-DA World** (2010/4/8) <http://www.edaworld.com.tw/>
- **W Hotel Taipei** (2011/2/18) <http://www.wtaipei.com.tw/>
- **Sheraton HsinChu Hotel** (2013/2) <http://www.sheraton-hsinchu.com/>
- **Auberge Discovery Bay Hotel H.K.** (2013/3) <http://www.aubergediscoverybay.com/>

Awards

- 14th Taiwan SME Innovation Award
 - WiNOC Hotel Internet Service Operations Support System



***Your Best Choice
for your Hotel
Internet Service!***

Expected ROI

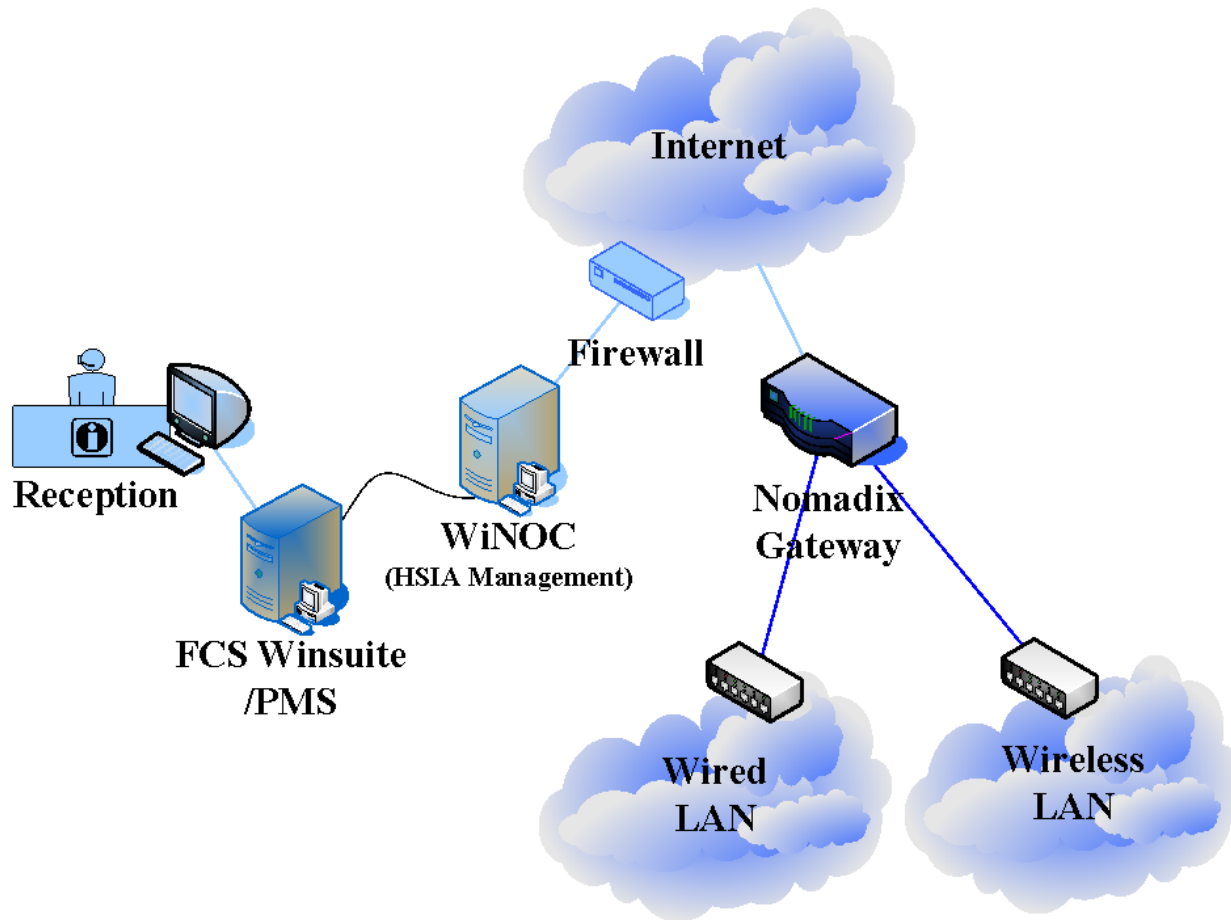
■ Expected ROI

Charge per day	US\$20
Average # of users per day	100
Expected Revenue per month	US\$60,000
Expected Revenue per year	US\$730,000

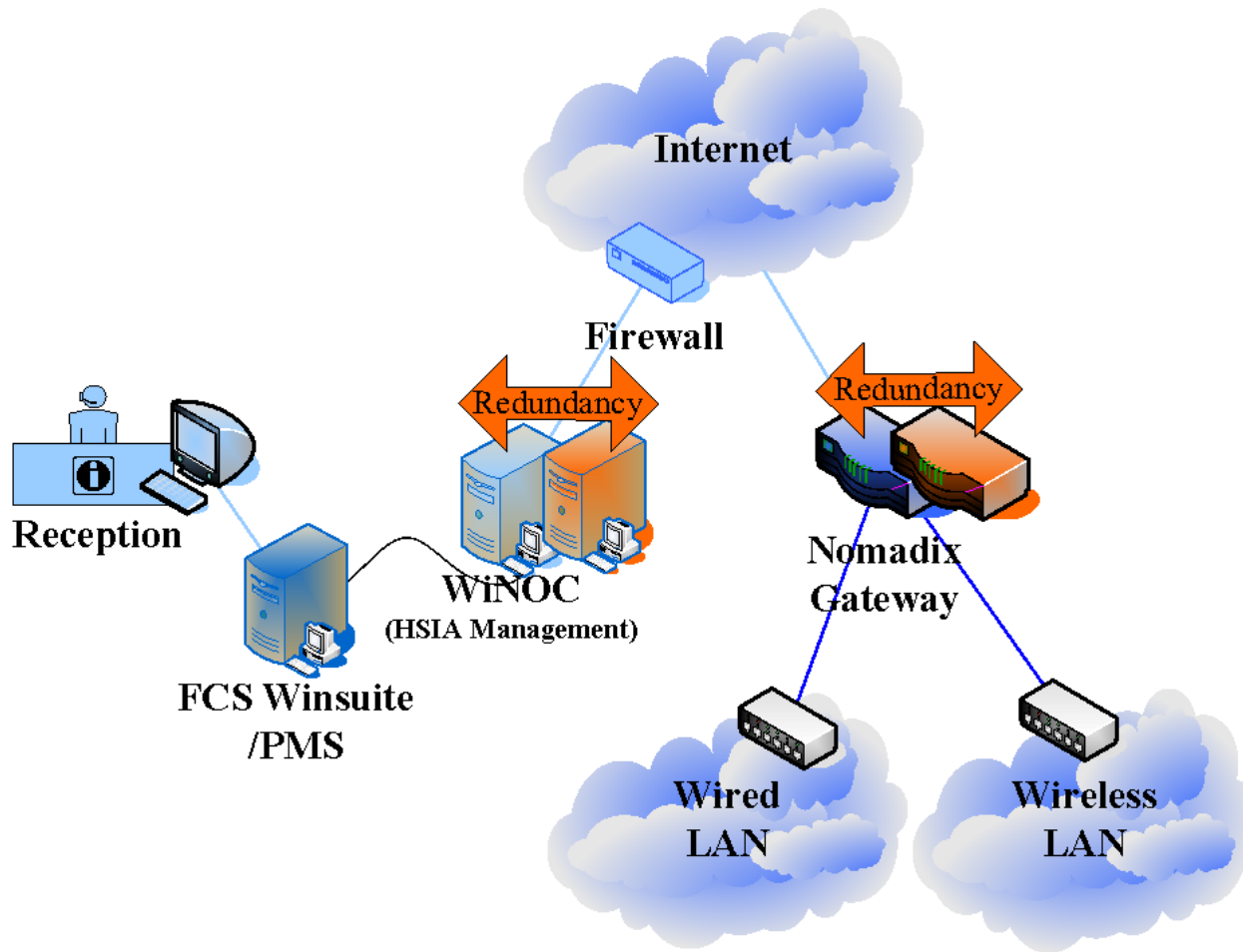
Network Architecture & Key Features



Network Architecture



Network Architecture (HA)



Securer and Easier Management

- Support for IEEE 802.1q VLAN
 - Separate the **physical connection** of two different rooms to avoid hacker or virus attack.
 - It might crash your hotel network if there are virus-affected laptops plugged into the hotel network.)
 - The **physical location** of the accessing guest could be determined and logged.
 - The network connection of each room could be **blocked and unblocked** when needed.

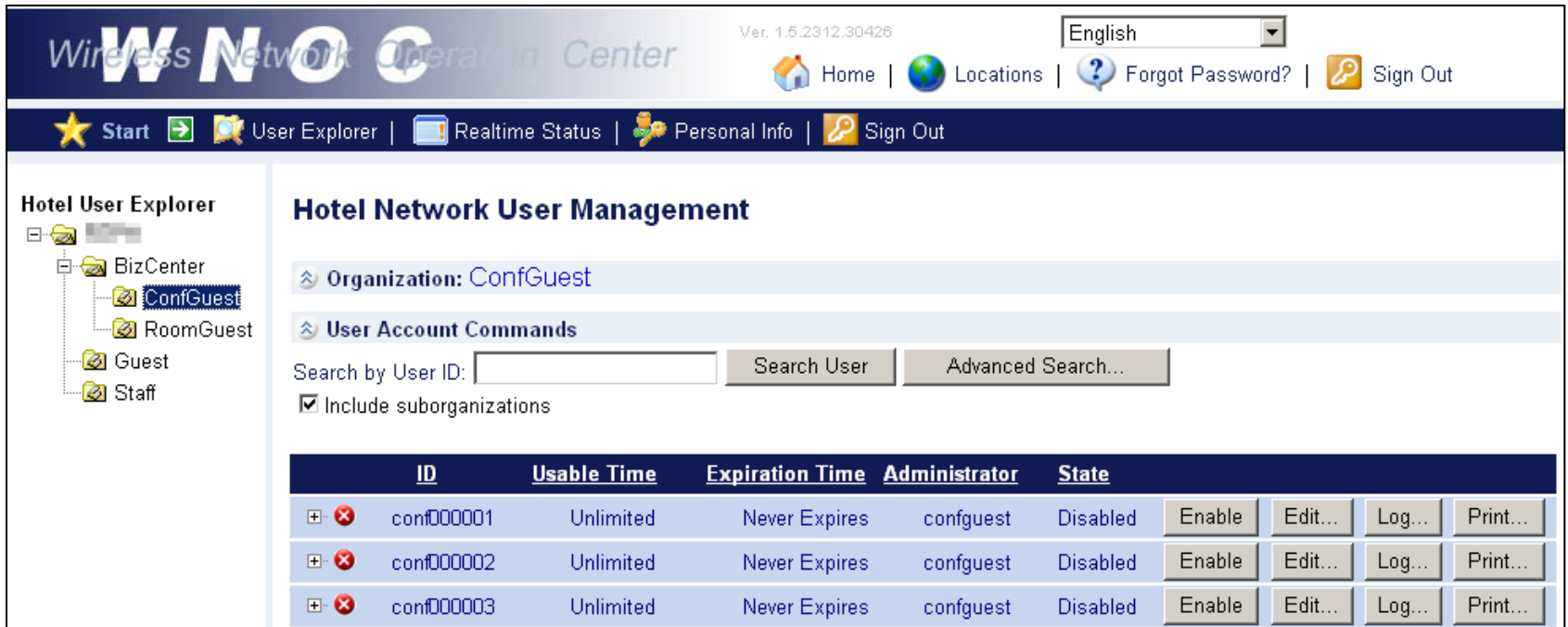
Lower Maintenance Costs

- The checked-in room guest can **purchase self-service plan** via room wired Internet connection by detection of the room number (VLAN ID).
 - After purchasing and signing in, the guest is given a **user-name and password** that can be used to sign in the hotel's room wired Internet or public area wireless Internet.
- User friendly administration interface
 - Easy to be trained and learned (multilingual support)

File-Explorer-Like Administration

- Analogical to the computer file system
 - *Organization Folder* is similar to File Folder, and *User Account* is similar to File.
- Provides commands just as Windows File Explorer does with file system objects on Microsoft Windows.
 - *Search, edit, disable and enable* user accounts by the biz-center/front office
 - *Create, delete, edit, move, search and audit* user accounts by the IT
- Web-based management interface could be accessed by any computer on the Internet or the intranet.

User Explorer of WiNOC



WiNOC Wireless Network Operation Center

Ver. 1.5.2312.30426 English

Home | Locations | Forgot Password? | Sign Out

Start | User Explorer | Realtime Status | Personal Info | Sign Out

Hotel User Explorer

- ConfGuest**
 - RoomGuest
 - Guest
 - Staff

Hotel Network User Management

Organization: ConfGuest

User Account Commands

Search by User ID: Search User Advanced Search...

Include suborganizations

ID	Usable Time	Expiration Time	Administrator	State					
<input type="checkbox"/> <input checked="" type="checkbox"/> conf000001	Unlimited	Never Expires	configuest	Disabled	Enable	Edit...	Log...	Print...	
<input type="checkbox"/> <input checked="" type="checkbox"/> conf000002	Unlimited	Never Expires	configuest	Disabled	Enable	Edit...	Log...	Print...	
<input type="checkbox"/> <input checked="" type="checkbox"/> conf000003	Unlimited	Never Expires	configuest	Disabled	Enable	Edit...	Log...	Print...	

Better Guest Experience

- Customizable **welcome log-in and purchase pages** for pleasant guests experience
 - Multilingual support and compliance with the hotel artwork policy
- Support for **Policy-based Traffic Shaping**.
 - The bandwidth limitation could be specified **on a per guest basis**. Ex, 256/256 kbps for normal guests; 1M/1M for VIP guests.

Mo More VPN Headaches

- The **Nomadix iNAT** functionality creates **intelligent mappings of IP addresses and associated VPN tunnels** for seamless VPN connectivity for guests.
 - Auto-assignment of **different public IP addresses** for guests from the same company **connected to the same VPN server**.
- Assigning a **Public Address** to guest's laptop for Special Applications

Editing User Properties

ID:	0901
Password:	<input type="checkbox"/> Change login password (Current password: jiang)
Purchase password (Guest last name):	<input type="text" value="Jiang"/>
Bandwidth:	768Kbps/768Kbps ▾
Duration & charge:	NTD\$1200 - 2 day(s) ▾
VIP bandwidth upgrade:	Use standard bandwidths ▾
IP address type (VPN compatibility):	Private IP Address ▾ Private IP Address Public IP Address

Special Design for Hotel

- Definable temporary accounts for conference guests (not room guests)

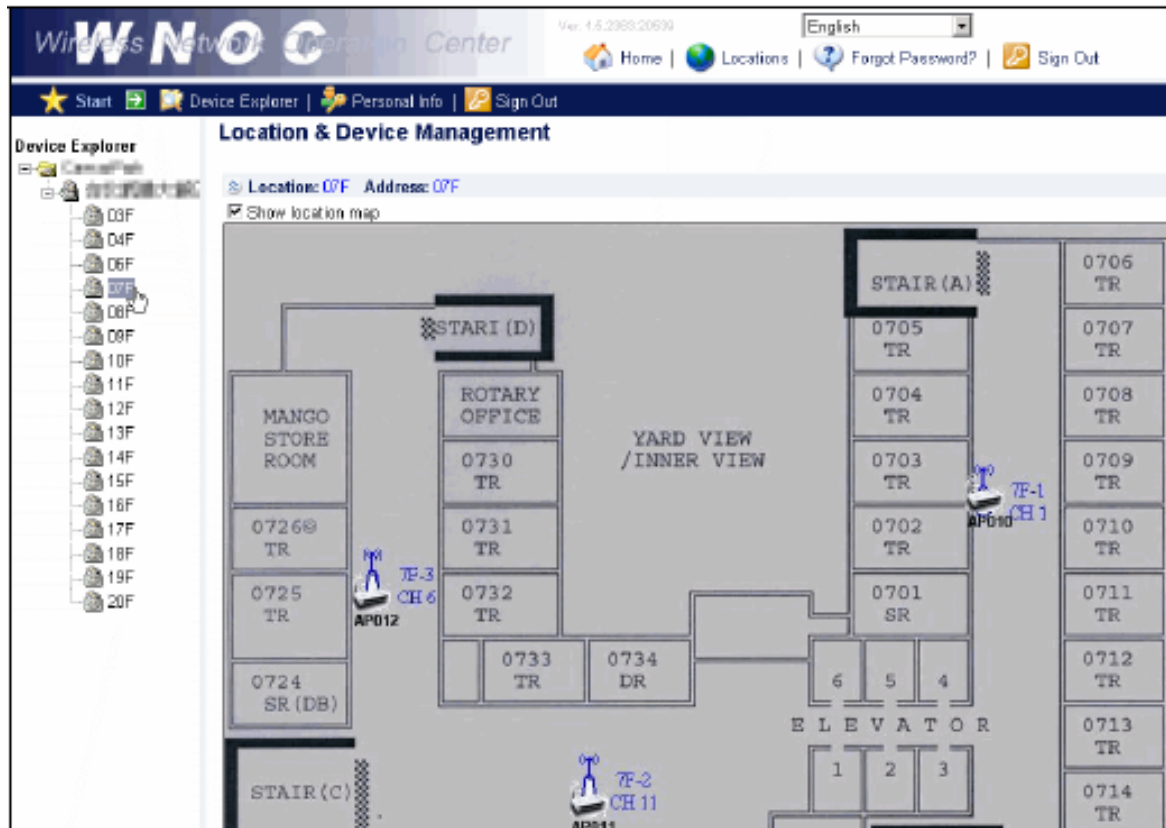
All	ID	Name	Usable Time	Expiration Time	State		
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	bc000318	24 hr 0 min 0 sec	Never Expires	Disabled	Enable	Edit...
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	bc000319	24 hr 0 min 0 sec	Never Expires	Disabled	Enable	Edit...
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	bc000320	24 hr 0 min 0 sec	Never Expires	Disabled	Enable	Edit...

- Detailed event logs for troubleshooting

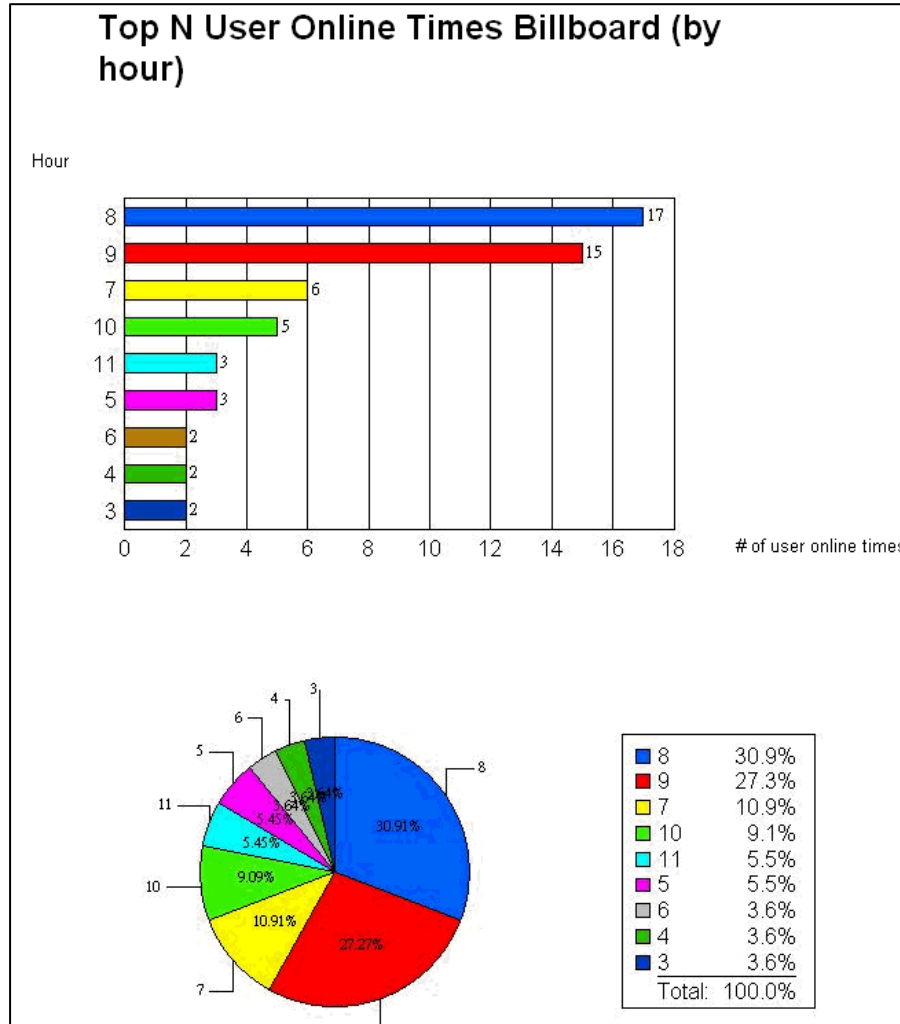
S/N	Type	Time	Source	Category	Account ID	Event	User	Computer	Description
688800		4/13/2007 9:08:55 PM	WNOC	ServicePurchase	3510	1	(User)	HSIA_WNOC	Hotel guest purchase Internet service succeeded . Access plan ID: 2; Bandwidth: 768Kbps/768Kbps; Duration: 1440 min; Charge: NTD\$600 Login password: kreiling; IP Up-Sell: False
688799		4/13/2007 9:08:22 PM	IAS	AccessReject	3510	1	N/A	hsia_wnoc	User "3510 (00-18-DE-83-E7-FC)" rejected by IAS
688798		4/13/2007 9:08:22 PM	lasExAuth	AccessRequest	3510	1	N/A	hsia_wnoc	User "3510 (00-18-DE-83-E7-FC)" rejected because nonstopped accounting account expired

Monitoring Hotel Network Devices

- Graphical device management by e-maps



Traffic Statistics



Traffic Statistics

Report Wizard Step 1/4

Organization Report (Organization: \[TopRoot])

Query duration: This Month

/ / (yyyy/mm/dd)

/ (yyyy/mm)

(yyyy)

/ (yyyy/mm) ~ / (yyyy/mm)

/ / (yyyy/mm/dd) ~ / / (yyyy/mm/dd)

Scope: Include suborganizations

Cancel

Next

Access Plan ID	Usable Minutes	Max Download Bandwidth	Max Upload Bandwidth	Charge	Currency	# of Purchases	Total Amount
12	1440	2048	2048	100	NTD	289	28900
22	1440	2048	2048	0	NTD	284	0
2	1440	2048	2048	300	NTD	84	25200
23	2880	2048	2048	0	NTD	36	0
13	2880	2048	2048	200	NTD	25	5000
24	4320	2048	2048	0	NTD	24	0
28	10080	2048	2048	0	NTD	19	0
25	5760	2048	2048	0	NTD	18	0
31	43200	2048	2048	0	NTD	13	0
14	4320	2048	2048	300	NTD	12	3600

Traffic Statistics

	SerialNum	UserID	FullName	PurchaseTime	UsableMinutes	Charge	CurrencyType	AccessPlanID	CheckInGuestSN
1	40505	3103	TREBELHORN MS JOHANNA K...	2009-05-18 16:07:42.000	1440	100	NTD	12	173273
2	40504	2725	YEN MR TZU CHEN	2009-05-18 15:41:43.000	1440	100	NTD	12	173359
3	40503	2906	TSE MR KING HUNG	2009-05-18 15:05:19.000	1440	100	NTD	12	173657
4	40502	3501	HSIANG MS TIFFANY	2009-05-18 15:04:47.000	1440	100	NTD	12	173455
5	40501	2911	YUNG MS CLARICE MY	2009-05-18 14:51:35.000	1440	0	NTD	22	173613
6	40500	2909	CHOI MS JANET LO	2009-05-18 14:43:05.000	1440	0	NTD	22	173612
7	40499	3327	LEUNG MR CHUN MING NIGEL	2009-05-18 14:40:24.000	1440	0	NTD	22	173608
8	40498	4010	KOBAYASHI MR SHINGO	2009-05-18 14:12:17.000	1440	100	NTD	12	173620
9	40497	3729	KHAN MR ZUBAIR	2009-05-18 14:03:56.000	4320	300	NTD	14	173588
10	40496	3226	SHELDON MR DOUGLAS	2009-05-18 13:37:24.000	2880	200	NTD	13	173271
11	40495	4118	CHEN MR TAI JU	2009-05-18 12:21:33.000	1440	100	NTD	12	173453
12	40494	3823	DAMMAN MR MARK PETER	2009-05-18 11:56:56.000	1440	0	NTD	22	173372
13	40493	3925	ARGUELLO MR DAVID GRIEGO	2009-05-18 11:54:06.000	1440	0	NTD	22	173400

Device Health/Status Check

- Background **device health monitoring** and **anomaly alerting** by email to provide reliable Internet service for the hotel guests.

Device Management Commands

Restart Configure... Update Firmware... Check Status By: Ping HTTP TCP SNMP Check Health

All	Name	Device ID	IP Address	Firmware Version	System Up Time	SSID	Device Type	Ping	HTTP
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_2F_AP01	2-1(A207)	10.118.208.21	AP-600 v2.5.5(1070) SN-04AT28590157 v3.0.4	53 days, 13:50:25.00	NTUST	AP	OK	OK
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_2F_AP02 (line over)	2-2(A206)	10.118.208.22	AP-600 v2.5.5(1070) SN-04AT28580229 v3.0.4	11 days, 3:34:44.00	NTUST	AP	OK	OK
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_2F_AP03	201	10.118.208.23	AP-600 v2.5.5(1070) SN-04AT28610235 v3.0.4	53 days, 13:50:32.00	NTUST	AP	OK	OK
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_2F_AP04	203	10.118.208.24	AP-600 v2.5.5(1070) SN-04AT28610229 v3.0.4	53 days, 13:50:40.00	NTUST	AP	OK	OK
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_2F_AP05	206	10.118.208.25	AP-600 v2.5.5(1070) SN-04AT28580213 v3.0.4	53 days, 13:50:24.00	NTUST	AP	OK	OK
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_ODAP01	24/2-40	10.118.208.51	AP-700 v3.4.0(1146) SN-06UT37570386 v3.1.4	26 days, 7:48:20.00	NTUST	AP	OK	OK
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_ODAP02	25/2-30	10.118.208.52	AP-700 v3.4.0(1146) SN-06UT32560242 v3.1.4	4 days, 7:00:19.00	NTUST	AP	OK	OK
<input type="checkbox"/>	<input checked="" type="checkbox"/> AD_ODAP03	26/2-50	10.118.208.53	AP-700 v3.4.0(1146) SN-06UT32560259 v3.1.4	26 days, 7:46:34.00	NTUST	AP	OK	OK

Total: 8

Check-in Stage



Check-in →

Input the guest name
and the room number →

SE CP NNNNNN
"GGGGGGGGGGGGGGGG"
CH IN →



Change name →

Input the new name →

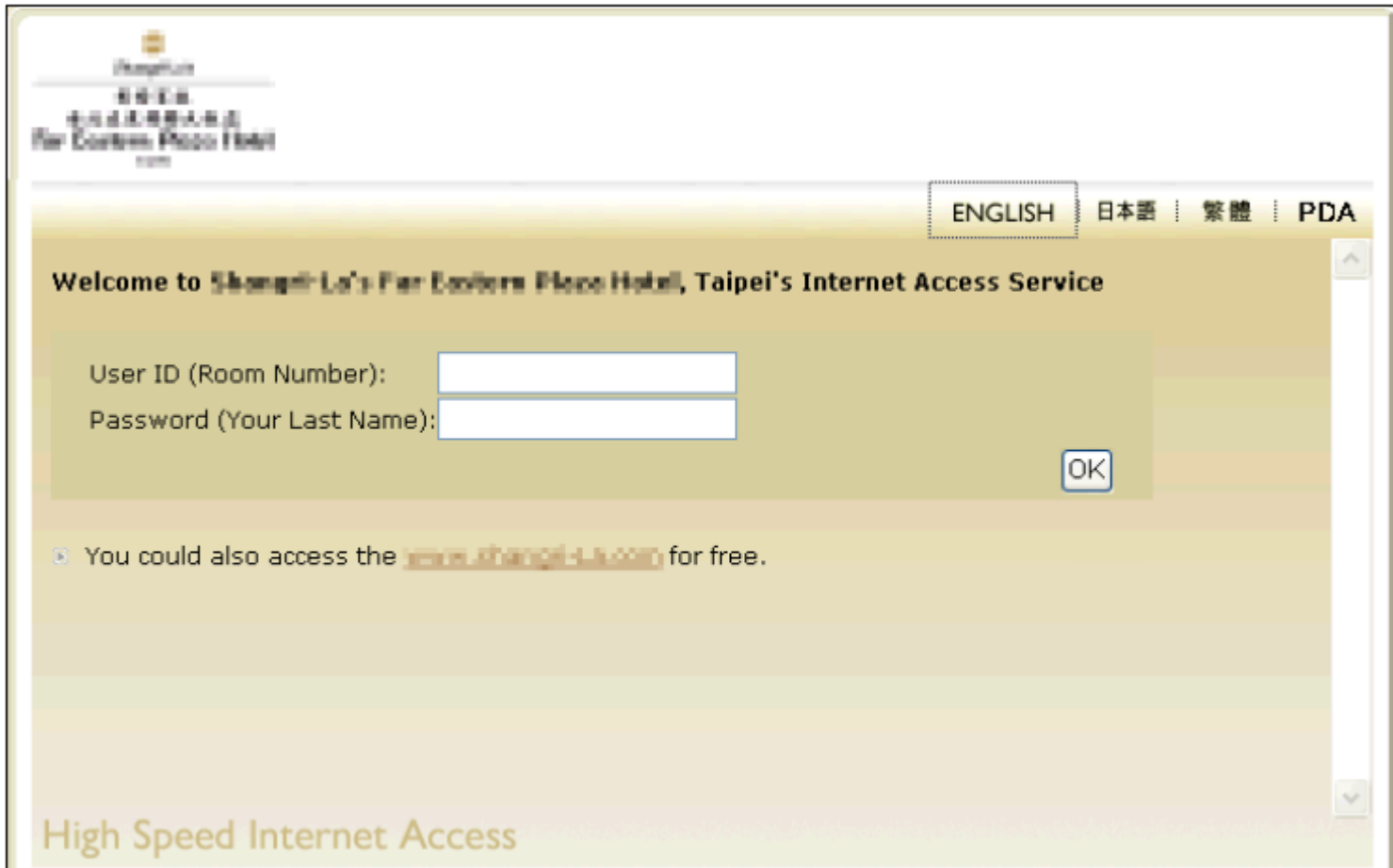
SE CP NNNNNN
"GGGGGGGGGGGGGGGG"
LAX →

Change room
number →

Input the new number →

IS CM AL 000000 NNNNNN →

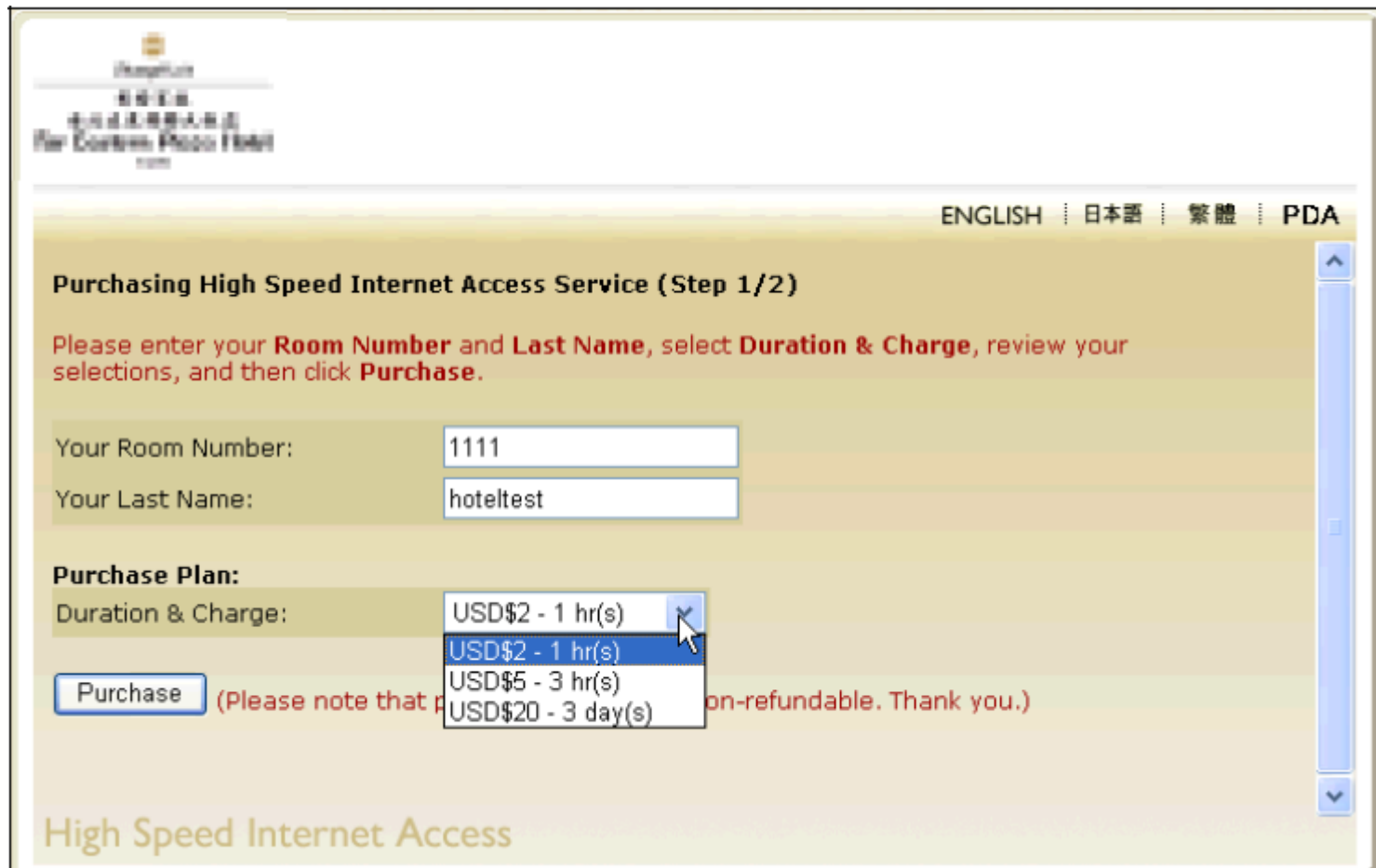
Guest First Log-in



The screenshot shows a web interface for internet access at a hotel. At the top left, there is a logo for 'Shangri-La' and the text 'Shangri-La's Far Eastern Plaza Hotel Taipei'. In the top right corner, there are language and device options: 'ENGLISH', '日本語', '繁體', and 'PDA'. The main heading reads 'Welcome to Shangri-La's Far Eastern Plaza Hotel, Taipei's Internet Access Service'. Below this, there are two input fields: 'User ID (Room Number):' and 'Password (Your Last Name):'. To the right of the password field is an 'OK' button. Below the input fields, there is a checkbox with the text 'You could also access the www.shangri-la.com for free.' At the bottom of the page, it says 'High Speed Internet Access'.

Purchase Pages (1/2)

- Select the plan



Purchasing High Speed Internet Access Service (Step 1/2)

Please enter your **Room Number** and **Last Name**, select **Duration & Charge**, review your selections, and then click **Purchase**.

Your Room Number:

Your Last Name:

Purchase Plan:

Duration & Charge:

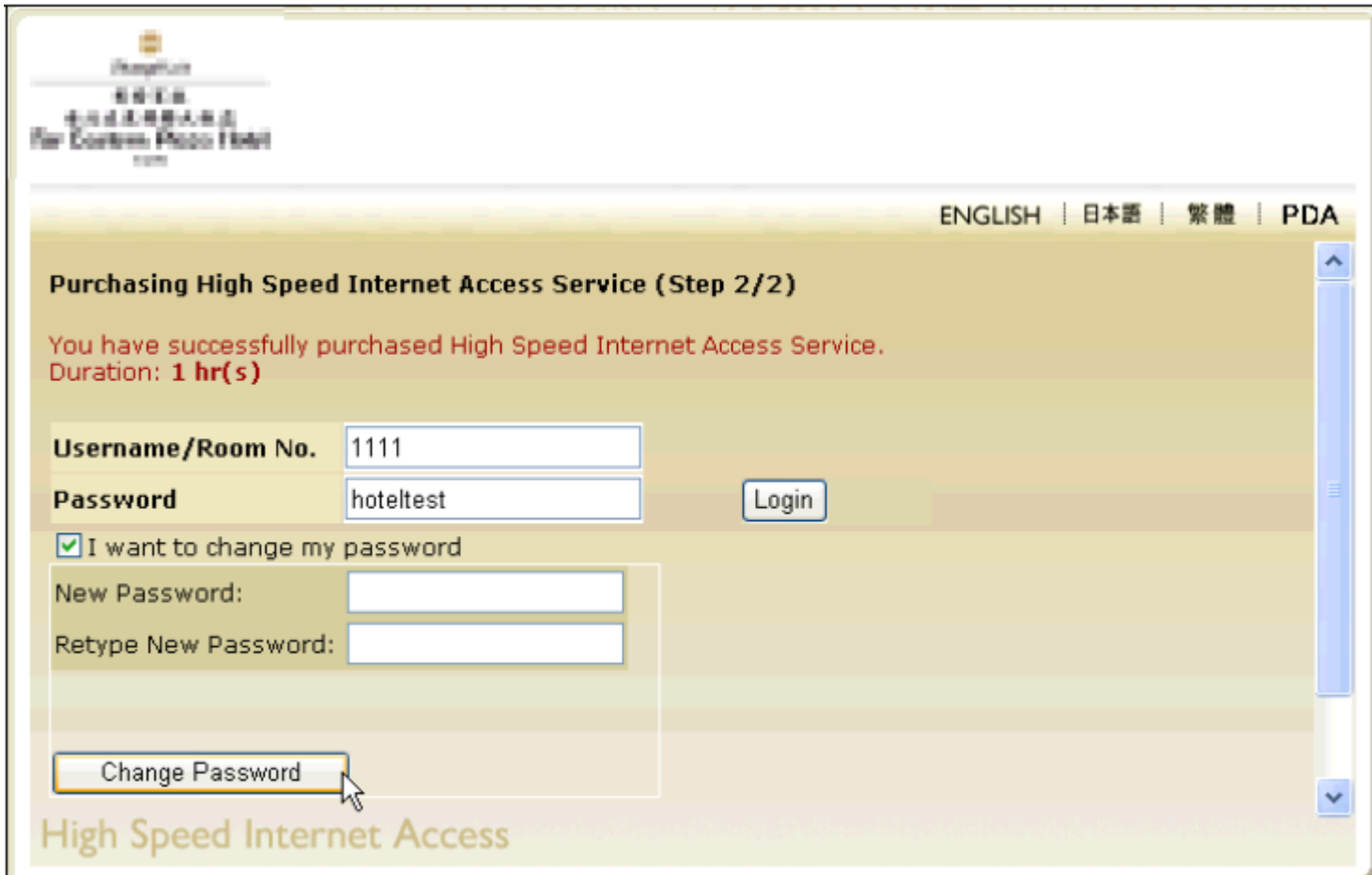
- USD\$2 - 1 hr(s)
- USD\$2 - 1 hr(s)
- USD\$5 - 3 hr(s)
- USD\$20 - 3 day(s)

(Please note that p... on-refundable. Thank you.)

High Speed Internet Access

Purchase Pages (2/2)

- Change password for security

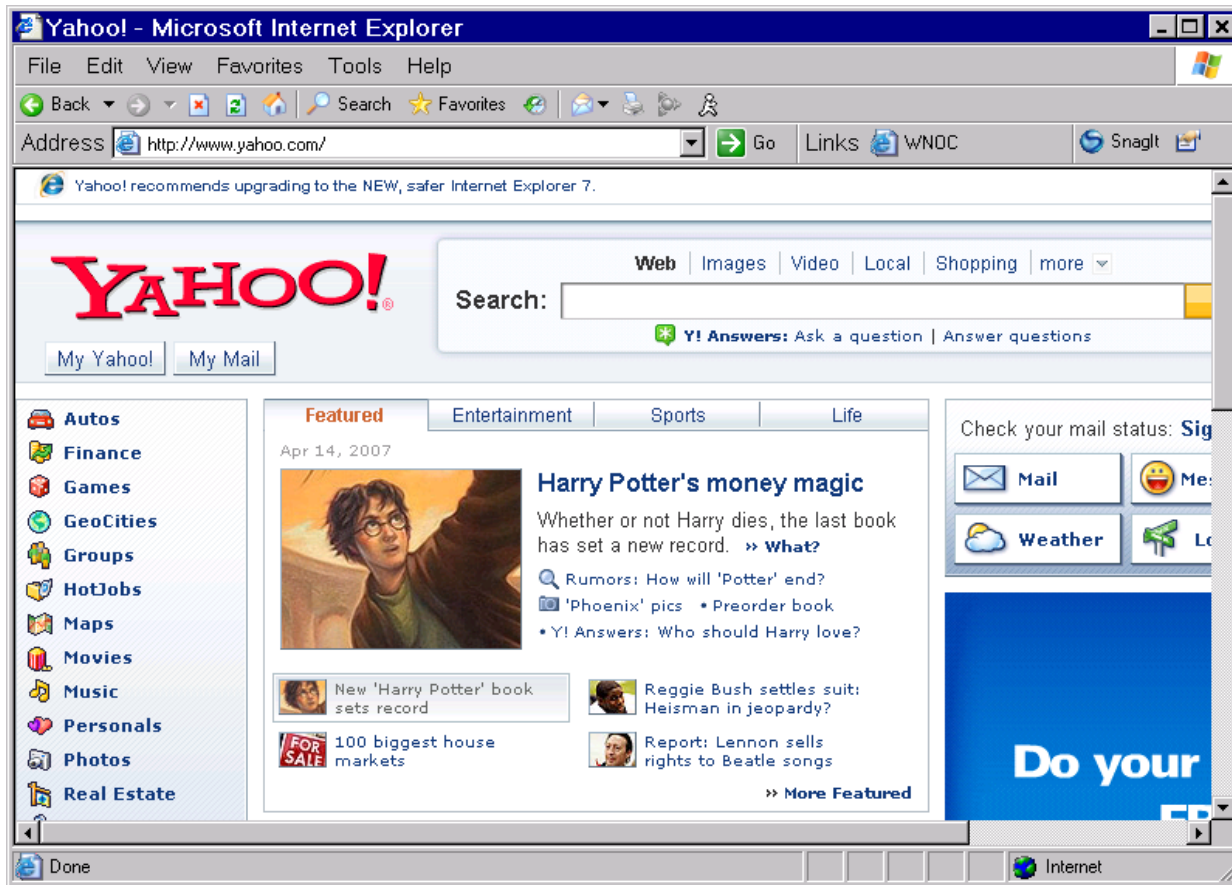


The screenshot shows a web interface for purchasing high-speed internet access. At the top left is the logo for "Pier Centre Plaza Hotel" with the website URL "http://www.piercentreplaza.com". On the top right, there are language options: "ENGLISH | 日本語 | 繁體 | PDA". The main heading is "Purchasing High Speed Internet Access Service (Step 2/2)". Below this, a message states: "You have successfully purchased High Speed Internet Access Service. Duration: 1 hr(s)". The form contains the following fields and buttons:

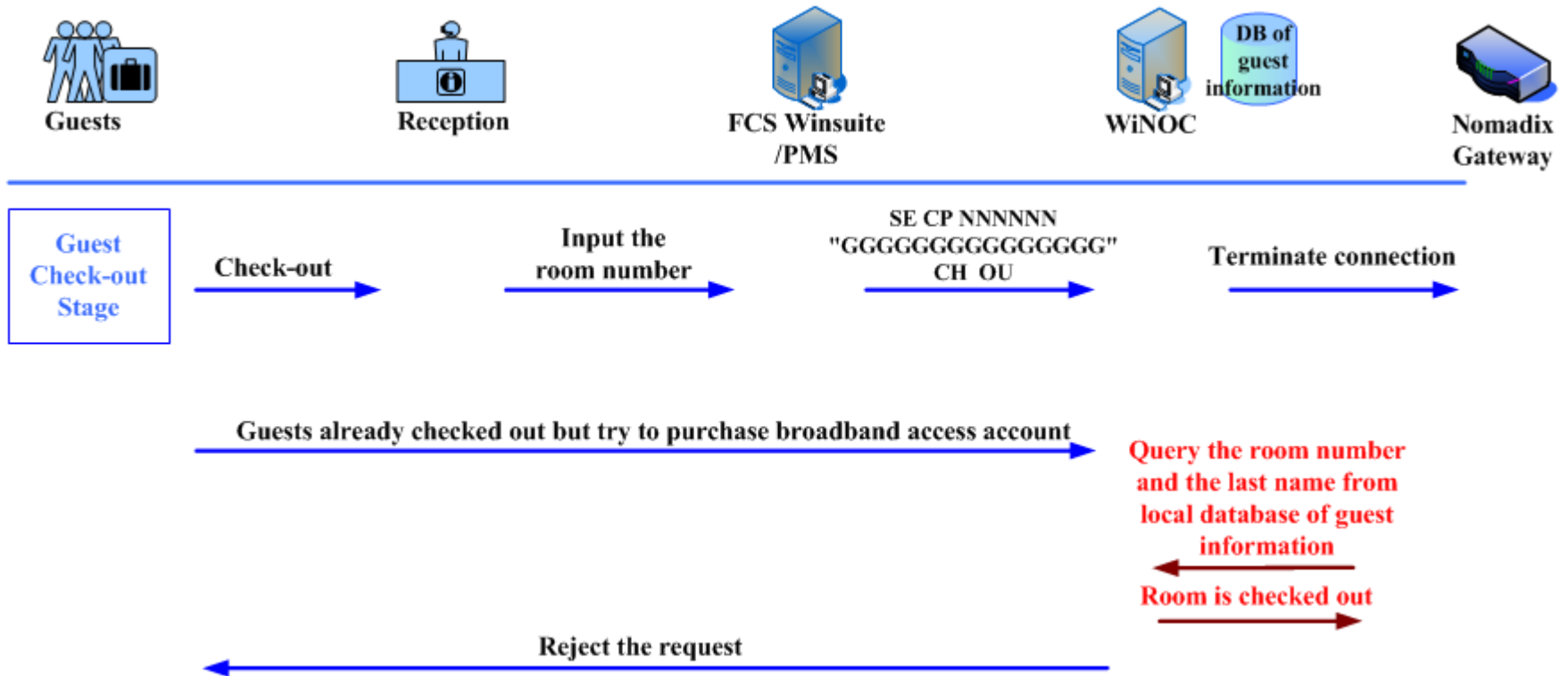
- Username/Room No.:** Input field containing "1111".
- Password:** Input field containing "hoteltest".
- Login:** Button next to the password field.
- I want to change my password**
- New Password:** Input field.
- Retype New Password:** Input field.
- Change Password:** Button at the bottom of the form, highlighted with a mouse cursor.

At the bottom of the page, the text "High Speed Internet Access" is visible.

Starting to Access the Internet



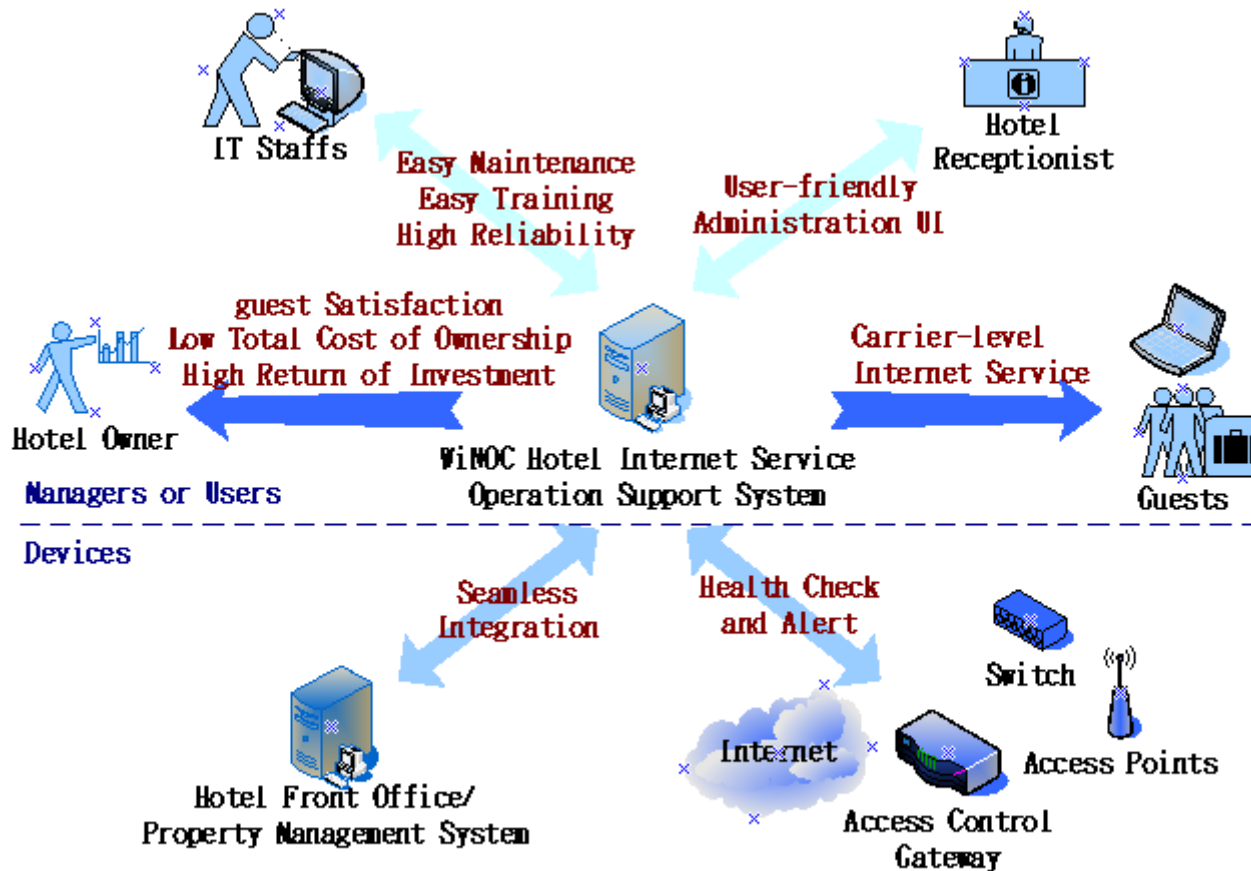
Check-out Stage



Benefits



Benefits



Benefits

- More reliable and manageable Internet Service for hotel guests
- Better hotel image and pleasant guests experience
 - Customizable **welcome log-in and purchase pages**
 - Multilingual support and compliance with the hotel's artwork policy
 - Flexible bandwidth control. Ex, bandwidth upgrade for VIP guests

Benefits

- Lower hotel man power costs of maintenance and customer service
 - Guest self-service purchase and log-in flow
 - User friendly administration interface
 - Easy to be trained and learned (multilingual support)
 - Flexible billing modes and seamless integration with hotel PMS
- Software customization service according to special requirements