

**“WiFi-Texas excels in managed, high reliability wireless networks thanks to the network monitoring services of WiFi-Soft. WiFi-Soft provides the 'eyes' into hundreds of remotely deployed systems and access points, from a wide range of vendors. User authentication and billing is fully integrated into the monitoring function, reducing call support times to amazing short time.”**

**Murray Freeman  
President,  
Wifi-Texas Inc**

### Problem Statement

Wifi-Texas Inc is a premier wireless Internet service provider in central Texas. It began its operations in early 2002 and has installed and managed over 200 Wi-Fi installations all over Texas and neighboring states. Mr. Murray Freeman, who is widely recognized expert in Wi-Fi technology, heads the organization.

Wifi-Texas builds and operates complex Wi-Fi networks covering large urban and rural area and provides Internet connectivity to users in large hotels, apartments, condominiums and RV Parks. Most of its customers subscribe for a recurring plan that is charged every month until the account is deactivated. Wifi-Texas has signed several bulk deals with property management companies to provide Internet connectivity to all its residents. The Internet charges in this case are included in the apartment rent.

Besides providing residential Internet services, Wifi-Texas also operates several hotspots in cafes, restaurants and other public places. These locations provide the service free of cost to its customers. Wifi-Texas charges monthly management fee for operating these hotspots.

Since Wifi-Texas had different types of operating models, it needed a reliable and feature-rich Operational Support System (OSS) to handle array of backend services. Initially, it chose a leading OSS provider for managing the backend, but soon realized that the solution lacked many features needed for operating large, complex Wi-Fi networks. Moreover the solution lacked flexibility and the quality of service support was not up to the mark.

### WiFiLAN comes to rescue

Before switching to Wifi-Soft, Wifi-Texas extensively tested and evaluated WiFiLAN to check whether it matched its requirements. Wifi-Texas found that WiFiLAN had much better features than many other competitive products in the market. It also provided an integrated solution for managing all the backend activities which included billing, authentication and self-provisioning, network management and monitoring, CRM and reporting. The application was very intuitive and easy to learn, which became a crucial factor during training of support and network staff.

WiFiLAN provided all the features needed for managing Wifi-Texas's backend operations. Some of the important features were:

1. Fully automated user provisioning process
2. Recurring billing with email receipts and invoices
3. Centralized network management
4. 24 x 7 monitoring of all network devices including internal access point
5. Integrated CRM and problem ticket management
6. Email verification process
7. Over 35 different reports on billing, network usage, problem tickets and accounting
8. Install management

## Case Study for Wireless ISP



### Remote Access Point Monitoring

Since Wifi-Texas mostly installed outdoor Wi-Fi networks, it had to constantly monitor its network devices for possible failures due to weather conditions and other external factors. Misaligned radios, lightning strikes, channel interference would disrupt the service and the network staff would discover the problem only after an unsatisfied customer called their call center complaining about a connectivity problem.

WiFiLAN is the only solution in the market that provides a comprehensive network monitoring solution for the Wi-Fi networks. It uses a unique tunneling technique that allows network administrators to monitor the health of internal access points along with the remote gateways. Moreover, WiFiLAN can process traps from wide range of network devices and notify administrators whenever a problem is discovered in the network. All these features helped Wifi-Texas improve the reliability of their networks and provide a top quality service to its subscribers.

### Billing and Self Provisioning

Automated billing and self-provisioning is an important feature for all ISPs and Wifi-Texas was no exception. Wifi-Texas wanted minimum human intervention in the billing process to reduce human errors and minimize cost of operations. Additionally, it also needed flexibility in creating billing plans to accommodate different types of business scenarios.

WiFiLAN offers wide range of billing functions needed for wireless ISPs like Wifi-Texas. It integrates with various billing gateways like Authorize.Net, OpenEcho and PayPal to provide wide range of billing features such as credit card authorization, recurring billing, debit and credit transactions, automated invoices and receipts, extensive billing reports and more. WiFiLAN also integrates billing functions with RADIUS accounting information to allow WISPs to bill its users based on usage and

and accounting information. WiFiLAN generates over 12 different types of billing reports that provide complete transparency in the billing process.

### Scalability, Reliability and Ease-of-use

Wifi-Texas needed a highly reliable and scalable solution that was intuitive and easy to use. WiFiLAN has it all. It is built on a scalable architecture to handle high-load environments. Multiple instances of servers run on separate servers to handle load balancing and traffic distribution. The architecture allows Wifi-Soft to easily add more servers to handle increased loads as the need arises. All WiFiLAN services have redundancy built into their design. Each process has a backup instance running on a separate server, which takes over the operation in case the primary one goes down.

WiFiLAN admin interface is very intuitive and easy to learn. Context sensitive help is available on most screens to help users enter correct information and reduce data entry errors. A complete admin guide with example screenshots can be downloaded to get in-depth information about each feature.

### About Wifi-Texas Inc.

WiFi-Texas Inc. builds and operates "commercial-grade community networks" for its own subscribers and for the benefit of patrons, visitors and users of other hotspot providers and enterprises. Using a range of wireless, wire line and MAN technologies, WiFi-Texas' Amenity Networks(TM) provide a complete solution for a variety of hotspot business models. WiFi-Texas is located in Austin, TX.

### About Wifi-Soft

*Wifi-soft specializes in developing high-quality, innovative software solutions for the global Wi-Fi industry. Its web-based, comprehensive Wi-Fi management and QoS solutions help hotspot operators, wireless ISPs and enterprises to seamlessly deploy, manage and operate their Wi-Fi networks from a centralized location.*