

# Customer story

INDUSTRY:

BANKING



## HIGHLIGHTS

Keeping Bankers and Customers happy with SMOAD Controlled Wifi

### CLIENT

A prominent and well-established bank with a comprehensive network of branches spread across the nation, providing a diverse range of banking services to individuals and businesses alike.

### REQUIREMENT

The bank aimed to provide secure and isolated internet access for customers at their branches, distinct from their corporate network.

- The bank required robust user authentication measures to ensure secure access and protect sensitive customer data.
- Comprehensive activity tracking capabilities were needed to monitor usage and effectively mitigate potential misuse.

### CHALLENGE

The client faced challenges such as;

Balancing the advantages of offering free internet access against the risks posed by potential misuse and network security threats.

Securing and isolating customer internet access from the bank's corporate network.

Implementing robust user authentication and activity tracking measures to prevent unauthorised usage.

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## SOLUTION

### [ SMOAD Controlled Wifi ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- **Enhanced Security Features:** SMOAD's Controlled WiFi includes sophisticated, real-time content analysis to regulate internet access based on predefined criteria. Mandatory user authentication ensures only authorized users can access the network, enhancing security and preventing misuse.
- **Activity Monitoring:** Robust tracking of user activity ensures comprehensive oversight, helping to detect and mitigate any misuse.
- **Reliable Connectivity:** The solution offers uninterrupted service with 5G LTE backup, ensuring continuous access to WiFi services.
- **On-Demand Reporting:** Capability for generating reports as needed provides valuable insights into user behavior and network usage trends.
- **Centralised Management:** Centralised management capabilities streamline operations, facilitating efficient monitoring and maintenance of the WiFi network.