

Customer story

INDUSTRY:

RETAIL OUTLET



HIGHLIGHTS

SMOAD Controlled Wifi for Retail Outlets

CLIENT

A renowned chain of coffee shops with an extensive presence across every region of India, offering exceptional beverages and a welcoming experience to customers nationwide.

REQUIREMENT

The company sought to provide complimentary WiFi to its customers, prioritising security to prevent misuse by unauthorised users.

- Additionally, they required comprehensive monitoring of user activities to track accessed websites and ensure compliance with security policies.

CHALLENGE

The client faced the following solutions;

- Implementing a secure WiFi solution to prevent unauthorised access and misuse.
- Maintaining comprehensive visibility into user activities.
- Ensuring robust content filtering.
- Implementing seamless user authentication without compromising customer convenience.

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SOLUTION

[SMOAD Controlled Wifi]

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

The proposed solution included the following components:

- **Enhanced Security Measures:** SMOAD's controlled WiFi solution incorporates built-in content filtering to consistently block illegitimate web content, maintaining a secure browsing environment.
- **User Authentication:** Prior to accessing the WiFi network, users undergo authentication via mobile or social media login, ensuring only authorised individuals can utilise the service.
- **Stringent Access Control:** The solution enforces a stringent Access Control List (ACL) policy, governing which devices and users can connect to the network.
- **Reliable Connectivity:** With always-on capability and 5G LTE backup, the WiFi solution guarantees uninterrupted connectivity, vital for a seamless customer experience and operational continuity.