REIVERNET AUTHENTICATION GATEWAY

The Reivernet authentication gateway is packed with features and functionality driven by our clients' business needs. It is fully configurable, hardware agnostic, scalable and has no device limits by design. Our solution is backed by our team of software experts, ready to meet current and future security and integration needs of our clients.

ARCHITECTURE

Our authentication gateway solution can be deployed on-premise or in the cloud. It's hardware agnostic, so it can be configured to work on your existing hardware.

AUTHENTICATION TYPES

Reivernet's authentication gateway is based on MAC authentication with options for

- Central authentication platform via your in-house loyalty or membership programs.
- Central authentication via an interface to your hotel's Property Management System (PMS).
- Social Media
- Email
- Credit card
- SMS authentication
- Access code
- Active Directory (and many more)

CENTRAL AUTHENTICATION

Our gateway can be linked centrally, supporting your entire portfolio. This means management, contractors and visitors who work on or attend multiple sites do not need to authenticate at every site. Central authentication also supports your marketing initiatives.

GUEST EXPERIENCE

- Fully configurable, including enrolment length and bandwidth allocation.
- Can be tailored to an individual user or group of users, including bandwidth prioritisation.
- Visitors to your network can receive a separate landing page and a different tailored experience.
- Can be integrated into third-party guest survey platforms.
- A large range of multilingual portal page templates are available.
- Customisable to meet all major brand standards.

BUILT-IN REPORTING

- Bandwidth headroom by bandwidth pools, including visibility over individual enrolments.
- Detailed device and performance metrics
- Historical and real time reporting available
- Customer experience and utilisation modules
- Support ticket and helpdesk interaction data.

TRIED, TESTED AND TRUSTED

The Reivernet authentication gateway is used and trusted by all of the major global hotel brands. Over 650 global customers are currently using our authentication gateway for their hotel networks.

BANDWIDTH MANAGEMENT

To optimise the available bandwidth delivered to your property, our authentication gateway can divide the bandwidth into separate, fully configurable bandwidth pools. These pools can be easily linked to a group of users/devices or to an individual user, such as a VIP guest, to provide an enhanced guest experience. If you have multiple ISP connections connected to our gateway our software will load balance the connections and provide automatic failover.

OUTAGE ALERTING

When an outage occurs the gateway can be configured to react to your requirements by emailing hardware monitoring alerts. All network inventory, including interfaces, can be loaded into the reporting interface to ensure all your equipment is monitored, alarmed and reported when off line.

INTER-OPERABILITY

Our gateway interfaces with a variety of third-party platforms, such as PMS casting and IPTV platforms, to better support a seamless end user experience.

BUNDLE REIVERNET PRODUCTS AND SAVE

Install Reivernet's Gateway at the same time as a Wi-Fi upgrade, or bundle with our casting, ISP or IPTV offerings, to deliver cost saving for installation that are passed on to the hotel.

REIVERNET – LET US MANAGE YOUR NETWORK

Reivernet's extensive global team is focused on supporting complex data networks 24 x 7. Our network management offering* is market competitive and provides a range of support options from limited to full service.

If you are considering outsourcing the management of your network to a trusted partner, let Reivernet impress you with our reliable service, respectful approach and deep knowledge base.

Our team of helpdesk agents, engineers and client management champions are available 24 x 7 to help you, your guests, and your team. If you location has a road or landing strip, we can get there.

Our support can include:

- 24 x 7 - Technical in-bound support centre
    - Network monitoring and alerts
    - Move, Add, Change and Delete configurations
- Always up-to-date documentation – physical and logical
- Service delivery – account management
    - Hardware diagnostics and RMA process
    - Conference support
    - Level 2 direct engineer support

Our Reivernet service delivery team will manage and support your complex data network to your standards, with a primary focus on network and data security.

* Fees for network management services are quoted separately

FIND OUT MORE

Email sales@reivernet.com to find out more about Reivernet's authentication gateway today.

REIVERNET
Networks that mean business