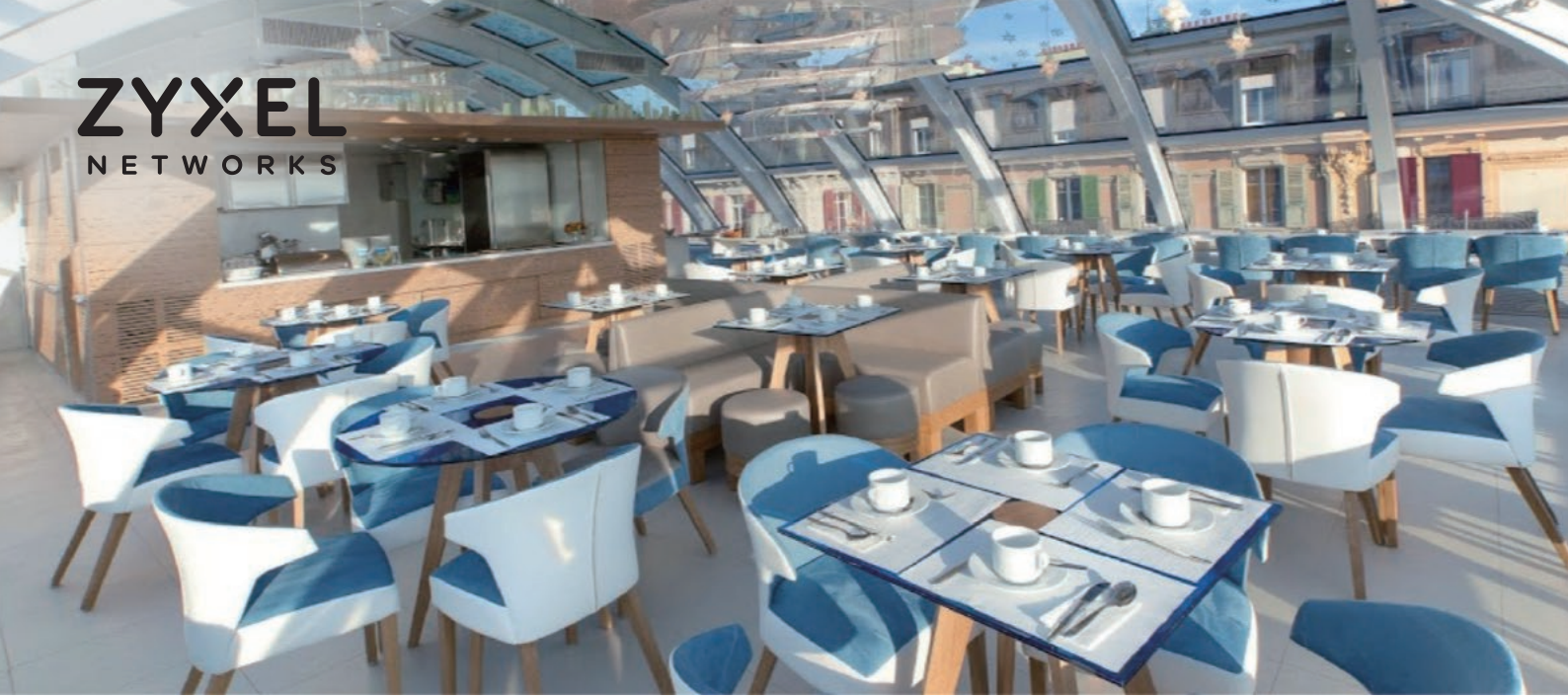
ZYXEL
NETWORKS



Success Story

Swiss Hotel Ensures Comprehensive Network Coverage with Zyxel Nebula Solution

INDUSTRY	CUSTOMER	COUNTRY	SOLUTION
Hospitality	Agora Swiss Night by Fassbind	Switzerland	Zyxel Nebula Solution

Overview

Challenges

- The existing network infrastructure could not support the increasing demand for internet access covering 147 guestrooms
- The specific structure of the building and spacious spaces demanded a new solution
- The network had to be secure, performing antivirus scans and attack blocks without slowing the connection.

Solution

- Zyxel Nebula Solution

Results

- All rooms have high-speed and smooth internet connectivity via wired Ethernet and WiFi access points
- Management and monitoring of access points are performed centrally in the Nebula Control Center
- Gateway solutions allow antiviral scans without hurting network performance

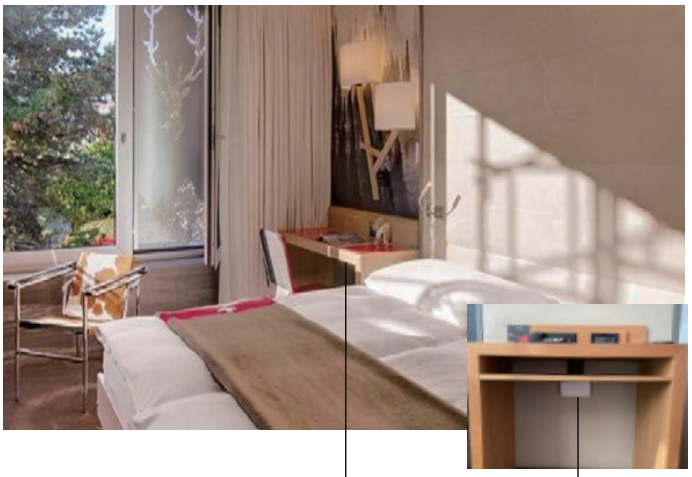
Summary

The luxury hotel Agora Swiss Night by Fassbind found that its existing wireless network couldn’t meet customers' growing demands. Guests could not enjoy uninterrupted connectivity within their rooms and certain other areas, which affected VoIP and other increasingly essential solutions. Through its integrator partners, the hotel management decided to use Zyxel solutions to deal with this problem. Zyxel helped the hotel achieve steady wireless connectivity across its property. The network is secure and allows regular antivirus scans without affecting performance.

Background

Agora Swiss Night by Fassbind is a luxurious hotel conveniently located in Lausanne. It's famous for its proximity to local tourist attractions such as City Centre Lausanne, International Institute for Management Development (IMD), the Olympic Museum, Lausanne Historical Museum, Lausanne Cathedral, and International Olympic Committee. The hotel has 147 guestrooms offering exceptional guest experiences.

A reliable WiFi internet connection is imperative for the hotel to attract more guests. The management had renovated the hotel in 2013 and installed WiFi access points in the corridors as the group's other hotels. However, the old system could not support the increasing number of mobile devices for internet access. The poor signal and internet connection experience caused complaints at reception and nasty comments on review websites.



NWA1302-AC
802.11ac Wall-Plate PoE Access Point

Challenges

The hotel conducted several WiFi audits with its IT partner, Fastnet SA, and Studerus. Fastnet SA specializes in web hosting solutions and applications, Internet services, and VoIP solutions for French-speaking SMEs. The signal coverage of access points in the hallways was good, but the walls and décor made the network weak within the rooms. The hotel wanted to establish efficient Internet connections that would cover every nook and corner of its premises so that guests could have seamless connectivity 24/7.

Solutions and Benefits

After the consultation, the hotel decided to install an all-IP networking infrastructure in rooms and suites to prepare for future needs. Each room was connected using Ethernet and equipped with a Zyxel **NWA1302-AC 802.11ac Wall-Plate PoE Access Point** with the 2x2 MIMO smart antenna that adjusts patterns to cater to various environments. This allowed installers to skip wireless site surveys and additional APs when migrating from traditional wireless to 802.11ac.

The AP can turn an RJ45 outlet box into a wireless access point to provide WiFi service and a Gigabit switch with PoE to power smart TV or VoIP devices. The AP has three Ethernet ports, each providing 5-7 watt PoE for VoIP devices. The second port could be used for IPTV, and the third for wired internet access. Business travelers, in particular, appreciate this service for stable VPN access to their company's network. Supporting NebulaFlex, the Zyxel NWA1302-AC AP can be controlled and managed by the Nebula Cloud Networking Management Platform. The configuration of APs can be accessed and controlled anytime from anywhere.

Zyxel **ZyWALL USG310 Unified Security Gateway** was also installed to allow the hotel to perform antivirus scans and block attacks without hurting the bandwidth. Thanks to their all-in-one design with an integrated WiFi controller, the new models significantly reduce management woes while strengthening the security of SMB networks. All this was done at an excellent quality/price ratio.

After the installation, WiFi connectivity has never been an issue anywhere in the hotel. With Zyxel's reliable Nebula solution and the integrators' meticulous installation, the customer now has a steady, secure network connection that satisfies all their needs. The guests are happy that they have stable, secure, and uninterrupted connectivity during their stay.

Products Used

NWA1302-AC • 802.11ac Wall-Plate PoE Access Point

- Provides wireless, wired, and PoE connectivity with 802.11ac as well as a built-in Gigabit switch
- Compact design with a unique cable makes it to fit into all mounting places and saves space
- NebulaFlex™ gives the flexibility to switch between standalone and license-free Nebula cloud management
- Enterprise-class 2x2 802.11ac AP with smart antenna supporting combined data rates of up to 1.2 Gbps.

GS1920-8HPv2 • 8-Port GbE Smart Managed Switch

- Up and running in minutes — supports NebulaFlex™ Technology to shift between standalone and License Free Nebula cloud flexibly
- Easy management and setup with web-based interface
- Smart fan design offers silent operations in your office
- Offering 30-watt (802.2at) PoE+ to each port and gives a large PoE+ budget of 130w
- User-friendly design includes one-touch “Restore” button, and intuitive PoE usage LED

Nebula Control Center (NCC)

- Responsive web design and intuitive user interface
- Multi-tenant, multi-site view
- First time setup wizard
- Role-based administration privileges
- Real-time and historical monitoring/reporting
- Rich site-wide management tools
- Powerful organization-wide management tools
- Configuration changing alerts
- Misconfigure protection against disconnecting NCC
- Configure login auditing

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Products Used

ZyWALL USG310 • Unified Security Gateway

- Unified Security Gateway Firewall for small- and medium-sized businesses
- Complete network protection with firewall, Anti-Virus, Anti-Spam, Content Filtering, IDP, and Application Patrol
- SecuReporter, cloud-based intelligent analytics and report service
- Cloud helper makes firmware upgrades a breeze
- Device HA Pro ensures smart handover
- Hotspot management is supported
- Express Mode with advanced Cloud Query technology

About Zyxel Networks

Focused on innovation and customer-centricity, Zyxel has been connecting people to the Internet for over 30 years. Our ability to adapt and innovate with networking technology places us at the forefront of creating connectivity for business and home users.
We're building the networks of tomorrow, unlocking potential, and meeting the needs of the modern workplace — powering people at work, life, and play.
Zyxel, Your Networking Ally.

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