



Success Story

Tamilnadu Tourism Development Corporation Deploys Zyxel Billing Hotspot Solution to Provide Free/Time-based Internet Access to Guests



Hospitality

INDUSTRY



CUSTOMER

Tamilnadu
Tourism
Development
Corp.



REGION

South India



SOLUTIONS

Zyxel
Hotspot
Solution

Overview

Challenges

- Deploy a new high-performance and secure Internet connection
- Provide an integrated management solution
- Provide optimized wireless coverage that is compatible with environmental constraints
- Provide uninterrupted, stable, and secure Internet access for all guests and hotel staff
- Hotspot gateway must generate ticket for schedule-based internet delivery
- Improve network infrastructure with ceiling-mount access point

Benefits

- Reliable and high-quality WiFi accessible for all customers
- Compliance with environmental constraints using existing wired network
- Compliance with directives on the conservation of navigation data
- Billing system with SMS ticketing
- Achieve better management with new technology
- Flexible solution that is "future-proof"
- The given solutions comply with environmental constraints

Solutions

- Wireless N HotSpot Gateway
- Unified Access Gateway
- 802.11ac and 11n Ceiling Mount PoE Access Point

"Microplus Networking Solution is a system integrator and provided the best hotspot solution to Tamilnadu Tourism Development Corporation (TTDC). The functionalities and features of Zyxel products are unique. The price gave us a cost-effective, high-performance solution that meets the requirements we sought. There was another brand also in queue, but we chose Zyxel for superior after-sales service and innovative solutions. We were especially pleased that the thermal printer comes with a hotspot, which allows a quick and effortless approach to the distribution of tokens for Internet access"

Mr. Rajendran
Managing Director, Microplus Networking Solutions
Pvt. Ltd.

Background

Tamilnadu Tourism Development Corporation (TTDC) was incorporated in 1971 for the primary purpose of promoting tourism in Tamil Nadu, India by building tourism-related infrastructure on a commercial basis. TTDC made a modest beginning by taking over five government bungalows and operated two coaches. The company has taken rapid strides since then, earning the proud distinction of owning the longest chain of hotels in southern India, numbering 53, while its fleet of coaches has increased to 13.

TTDC provides a range of facilities, covering all major tourist destinations in the state. TTDC operates youth hostels, wherein dormitory accommodation is provided for budget tourists. It is a state-owned public entity initiating novel ventures and innovative new schemes for providing a demonstrative effect to the private sector. In performing this role, Tamil Nadu Tourism coordinates the activities of various other government departments/agencies and the private sector.

Challenges

Hospitality and the comfort of customers remain a top priority for the establishment.

All variety of guest services, including accommodations for leisure travelers, seminar venues for business guests, as well as the lobby and the dining areas in general, would benefit from stable, high-performance connectivity, as well as secure and simple Internet access.

The hotspot billing solution has become a prerequisite for doing business in recent years as demand for Internet access has increased, especially when users are out of office on a business trip. Whenever users stay in a hotel, they need seamless Internet connectivity to complete their day-to-day tasks. Delivering quality, secure network-based services to clients and guests is essential to increasing hospitality revenues.

Solutions and Benefits

The Zyxel UAG2100 Unified Access Gateway is a next-generation, all-in-one wireless hotspot/access gateways designed to fulfil the hospitality challenges like TTDC. In addition to account management, billing, and data retention capabilities, the UAG2100 offers premium features like 802.11 a/b/g/n dual-radio WiFi and a built-in WLAN controller to deliver better scalability, capacity, and performance to meet guests access demands.

The Zyxel SP350E Service Gateway Printer and UAG2100 combination is the perfect solution for WiFi hotspot applications. The printer enables one-click billing and account generation, which offers easy operation for staff members and smooth services flow in hotel lobbies,

conference rooms, waiting areas, and busy restaurants and cafés.

To address information security concerns, hospitality businesses are sometimes required to retain Internet usage records for a certain period. This can become a significant burden for the businesses without the right equipment. Designed with the hospitality industry in mind, the Zyxel Unified Access Gateway helps businesses like TTDC overcome these challenges. With a syslog server built-in, the UAG2100 can automatically record user account information, MAC addresses, source and destination IPs, data volume, and protocol types for future auditing requirements.

Products Used

N4100 • Wireless N HotSpot Gateway



- Comprehensive wireless Internet access solution
- “Zero Configuration” IP Plug and Play
- Unique ticket printer for easy service and accounting
- Web-based user authentication, account monitoring and billing profiles
- High-performance standards-compliant solution – IEEE 802.11b/g/n support
- RADIUS Client, walled garden as well as advertising URL links and forwarding to portal
- User activities logged with session trace for auditing

UAG2100 • Unified Access Gateway



SP350E
Service Gateway
Printer

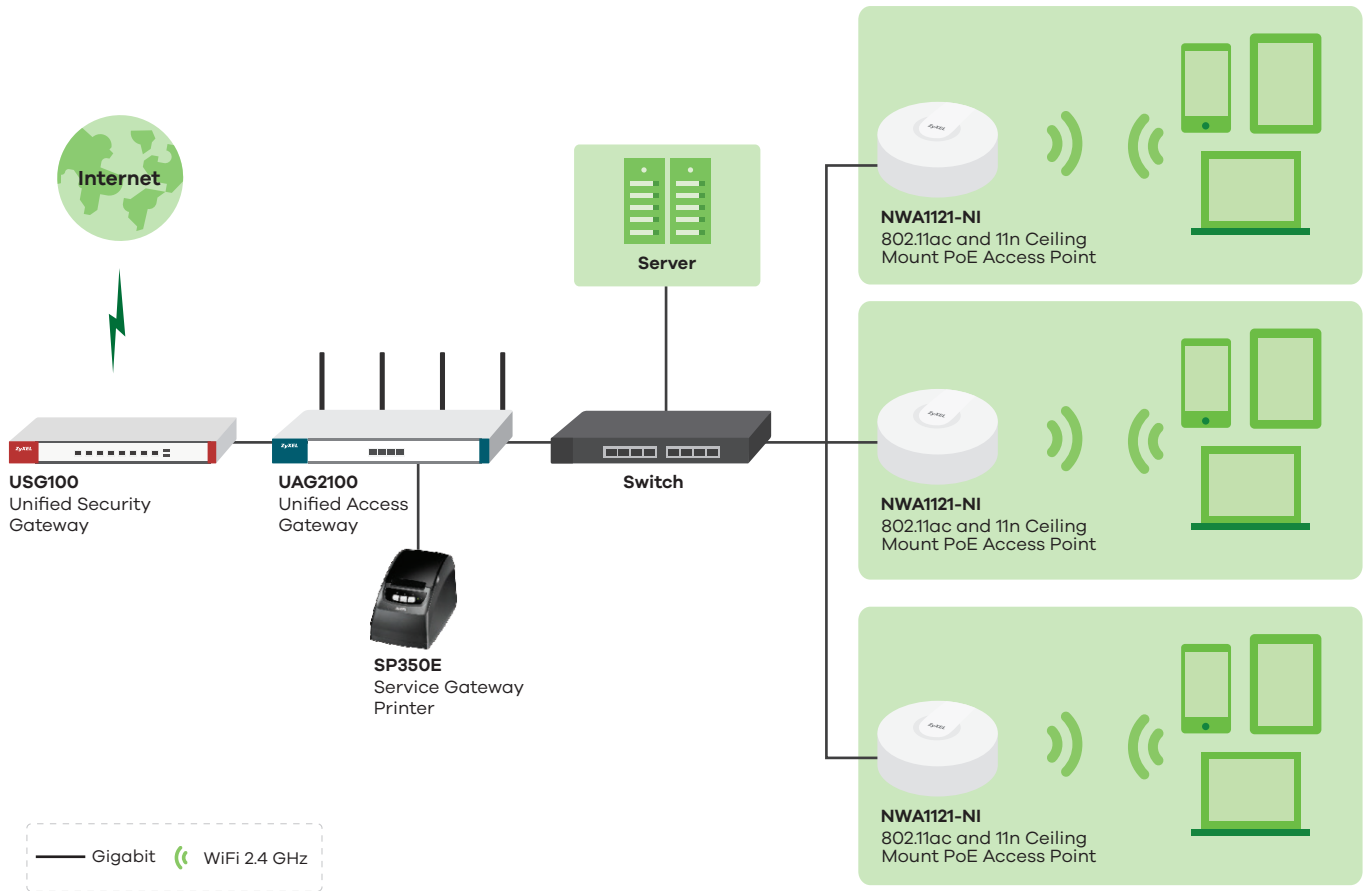
- IEEE 802.11 a/b/g/n dual-radio (2.4 GHz and 5 GHz) design
- Supports 100 concurrent logins by default and up to 200 via license upgrade
- Integrated account generator, Web-based authentication portal and billing system
- Supports external RADIUS servers
- Per account bandwidth management
- Built-in WLAN controller
- Facilitates compliance with data retention regulations
- SP350E Service Gateway Printer enables one-click account and billing generation

NWA1121-NI • 802.11ac and 11n Ceiling Mount PoE Access Point



- Compact ceiling-mount design with optimized RF performance
- High performance for better WiFi experiences (IEEE 802.11n/IEEE 802.11ac)
- Easy RF planning with the same 2.4 Ghz signal coverage
- Flexible operating modes (standalone, client mode, root-AP/repeater mode)
- Supports 8 SSIDs for comprehensive user management
- Supports IPv6/IPv4 compatibility for future-proof expansions
- Coverage-enhancing 11n functions including Low Density Parity Check (LDPC), Maximum Likelihood Demodulation (MLD) and TX Beamforming

Diagram



About Zyxel Communications

Focused on innovation and customer-centricity, Zyxel Communications has been connecting people to the Internet for nearly 30 years. Our ability to adapt and innovate with networking technology places us at the forefront of creating connectivity for telcos and service providers, business and home users. Zyxel is 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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