



Success Story

ZyXEL Wi-Fi Solution Brings Free Internet Connectivity to Swiss Hotel

Overview

Customer Name

APARTHOTEL

Customer Industry

Hospitality

Challenges

- Provide Internet connectivity throughout hotel
- Coverage must be complete to all areas of the facility
- Provide secure and stable service
- Solution must be easily expandable and upgradeable

- Be able to handle multiple users without loss of performance

Solution

- Business Access Point

Benefits

- Coverage provided across multiple floors
- Integrates easily with security gateway
- Good return on investment
- Superior performance and ease of use increases guest satisfaction



Background

The 3-Star Superior APARTHOTEL is located in the vicinity of the Rotkreuz Train Station, and addresses the needs of a demanding clientele who are attracted to the location by its convenience and proximity to popular sites and transit hubs.

Centrally situated between Zug and Lucerne, APARTHOTEL is a modern and innovative hotel with outstanding architecture and generously appointed rooms. Guests feel at home in the chic but cozy atmosphere of the hotel's 47 rooms, three furnished studio apartments, and loft suite.

Challenges

Since the business hotel opened its doors to the public, APARTHOTEL management has paid special attention to all the needs of guests. For Internet connectivity, visitors should be able to choose between using either the in-room multimedia console with an Ethernet connection or the WLAN connection available throughout the entire hotel. Even single-day visitors in the restaurant would ideally be able to access to the secure wireless network. Connected service would not stop there—in the event a guest did not bring his or her notebook or smartphone, the hotel would also provide

When it comes to IT equipment, no expense was spared. During meetings and seminars, 30 people must be able to simultaneously access the wireless network without experiencing any bandwidth constraints. Karin Muller, the Board of Administration at APARTHOTEL said, "Our guests take it for granted that they will have reliable Internet access in their rooms and within the entire hotel. This particular service is one of the reasons why many first-time visitors have become regular customers."



Solutions and Benefits

The overall implementation of the project was conducted by ZyXEL local solution partner Bytelink AG. CEO Gregor Fuchs explained their approach: "Prior to planning out the rather sophisticated firewall concept, we went ahead and measured the structural shell for our purposes. The Wi-Fi coverage of all four floors was achieved by using 23 ZyXEL NWA3000-N Series wireless access points."

Despite the high investment cost, it was clear to the management that guests should be able to use the hotel's premium services for free.

"Even though business guests expect to find WLAN, (the fact that) its use is totally free of charge frequently comes as a welcome surprise," Fuchs said.

According to the management, an hotelier should not try to recoup return on investment in this manner: "With this offering, we want to set ourselves clearly apart from the competition, and feedback from our demanding guests proved us right."

Fuchs also saw great potential in the ZyXEL hotspot solutions for his company: "We specifically targeted the local hotel and restaurant industries. After the initial financial concerns, hoteliers frequently understood right away that, in fact, this is a true investment in their very own business future. We are absolutely convinced that for many of today's guests, Internet access is a major criterion when choosing a hotel."

Suggested Product



WAC6103D-I 802.11ac Dual Radio Dual-optimized Antenna 3x3 Access Point

- Enterprise class 3x3 802.11ac AP supports combined data rates of up to 1.75 Gbps
- "Dual-optimized antenna" allows pattern optimization adapting to wall- or ceilingmount installations
- Dynamic Channel Selection, Load Balancing and Smart Client Steering ensure optimal wireless experience
- Stylish, ultra-slim ID design as the 32 mm height blends perfectly into modern interior decorations
- APFlex™ and ZyXEL One Network utilities make deployment simple and fast

About ZyXEL Communications

Founded in 1989, with over a quarter-century of innovations, ZyXEL Communications Corp. is a world-class networking company providing comprehensive and reliable Internet solutions. Delivering cutting-edge communications innovations to more than 400,000 businesses and 100 million consumers worldwide, today ZyXEL is one of the few companies in the world capable of offering complete networking solutions on broadband access, commercial networking, and home connectivity for Telcos, business, and home users. With a strong local presence in 150 markets around the world, ZyXEL is the ideal partner to deliver tailor-made solutions to meet customers' local needs.

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