# Success Story

## Innovative Wi-Fi Solution Delivers Results at Busy Midsize Hotel in Slovakia

**"When selecting the Wi-Fi infrastructure supplier for the four-star Hotel Tatra, we first carefully considered our needs and then established a set of criteria and expectations. ZyXEL's equipment and flawless co-operation satisfied all our requirements. It enabled us to cover the hotel area comprehensively, with a quality signal both for the visitors and for the administrative hotel staff."**

**Slavomíra Štefániková**
Manager, Hotel Tatra

## Overview

**Customer Name**
Hotel Tatra in Bratislava, Slovakia
**Customer Industry**
Hospitality
**Challenges**
- Extend wireless coverage to entire hotel complex including older structures
- Need easy, affordable scalability options at the fast-growing hotel and conference center
- Upgrade Wi-Fi signal quality throughout, including at Congress Center
- Implement new wireless solution without disrupting hotel's busy network

**Solution**
- Unified Access Gateway
- 802.11 a/b/g/n/ac Dual-Radio Ceiling Mount PoE Access Point
- 802.11 a/b/g/n Unified Access Point
- 802.11 a/b/g/n Dual-Radio Business AP
- 24-port GbE Smart Managed PoE Switch

**Benefits**
- Convenient administration and monitoring via built-in WLAN controller
- Improves signal on all six floors of the hotel, including in the restaurant, administrative section, and Congress Center
- Seamless, quick implementation of new solution meant no disruptions to Wi-Fi service
- High-quality wireless performance means happier guests, staff, and other network users

## Background

The newly reconstructed, 200-room Hotel Tatra in Slovakia has been serving guests since 1930. Thanks to a professional approach and high standard of accommodation and services, the hotel has established a reputation as one of the top lodging and conference facilities in Central Europe.

Hotel Tatra offers singles, doubles, and suites in rooms located on six floors. In addition to a restaurant and coffee bar, the Slovakian hotel hosts the Congress, a business meeting center that includes several conference halls, lounges, and the technical equipment needed to hold a seminar, reception, or other type of business or social event.

## Challenges

In 2014, a construction program at Hotel Tatra resulted in the expansion of rooms and facilities requiring high quality, dependable wireless coverage. The issue is very important for hotel visitors, many who assess the quality of the whole hotel and its range of facilities and services on the basis of a single, key item: the quality and availability of Wi-Fi.

Besides extending and upgrading the Wi-Fi network serving guests and staff spread across six floors, the Congress business and conference center in the older part of the hotel needed a special revamp to keep up with the demands of the business and conference hub's tech-savvy clientele.

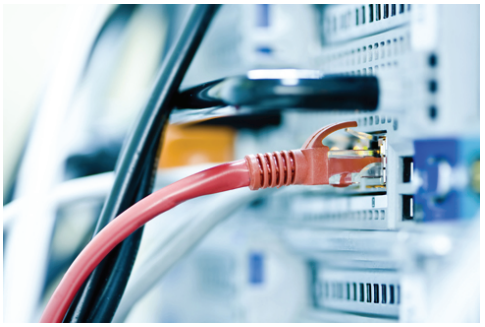
## Solutions and Benefits

The ZyXEL Wi-Fi Solution decided upon included a GS 1900-24HP Smart Managed Switch, and 17 access points that included three different models. The new part of the hotel also uses a UAG4100 Unified Access Gateway, working via access points and the wireless controller.

The improved Wi-Fi network allows administration and monitoring to be conducted using the hotspot and controller. Scalability of the network configuration with the controller enables it to be quickly and easily set up for various purposes. It also serves to mitigate the failure of individual network components.

After a seamless set-up and installation process, the Wi-Fi network is now able to meet the needs of users wherever they are located on the hotel premises. Specifically, robust Wi-Fi signal coverage is provided in all parts of the hotel including the Congress business center, restaurant, administrative offices, and six floors of hotel rooms.

Each member of the hotel staff understands the importance of guest satisfaction. Visitors expect to be able to connect to the Internet 24/7. This means offering world-class Wi-Fi services is essential. Implementing the new ZyXEL Solution enables Hotel Tatra to make this a reality for everyone, including the hotel staff that use the network to serve hotel guests.



## Products Used

### NWA1123-AC
### 802.11 a/b/g/n/ac Dual-Radio Ceiling Mount PoE Access Point

- Compact ceiling-mount design with optimized RF performance
- Featuring advanced 802.11ac technology to offer high performance for better Wi-Fi experiences
- Easy RF planning with the same 2.4 GHz and 5 GHz signal coverage
- Flexible operating modes (stand-alone, client mode, root-AP/repeater mode)

### NWA5123-NI
### 802.11 a/b/g/n Unified Access Point

- 2-in-1 Standalone/Managed AP design
- Ceiling and wall mountable
- CAPWAP management Supported
- Plenum Rated housing
- Tx Beamforming and Rx Maximum Likelihood Demodulation (MLD)
- 2.4 GHz and 5 GHz concurrent dual-band
- High-performance RF technology: Tx Beamforming and Rx Maximum Likelihood Demodulation (MLD)

## NWA3560-N
## 802.11 a/b/g/n Dual-Radio Business AP

- Higher bandwidth and superior performance with 802.11n
- 3-in-1 hybrid AP WLAN including AP controller mode, managed AP mode and standalone AP mode
- Brand new centralized graphic management interface for up to 24 WLAN APs
- Back-up redundancy supported to provide reliable connection service
- Secured tunnels for communication between controller and managed AP to prevent leaking of configurations
- Enterprise-class AP functionalities with comprehensive configuration interfaces.
- Built with Low Smoke, Zero Halogen (LSOH) materials for plenum rating for UL 2043 support

## GS1900-24HP
## 24-port GbE Smart Managed PoE Switch

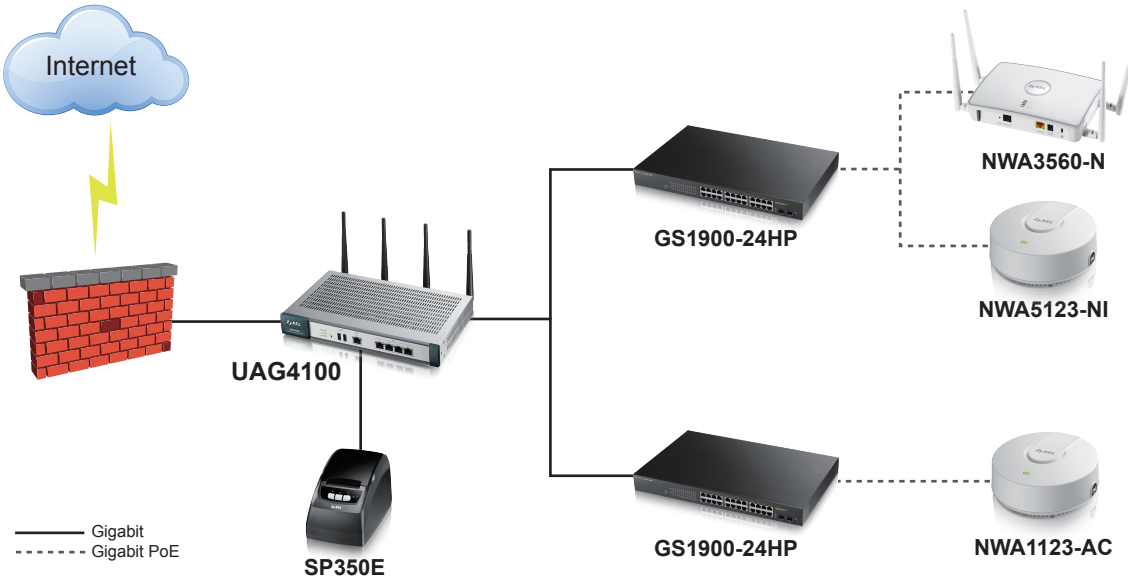
- 10/100/1000 Mbps GbE ports
- Easy browser-based switch management
- Quick and easy set up wizard
- Advanced network error prevention features (loop protection, dual images, storm control, DoS and SSL)
- Green Ethernet IEEE 802.3az support and intelligent ZyXEL green features
- High-power PoE support IEEE 802.3at

**SP350E**
Service Gateway Printer

## UAG4100
## Unified Access Gateway

- IEEE 802.11 a/b/g/n dual-radio (2.4 GHz and 5 GHz) design
- Supports 200 concurrent users by default and up to 300 via license upgrade
- Integrated account generator, Web-based authentication portal and billing system
- Supports external RADIUS servers
- Per account bandwidth management
- SP350E Service Gateway Printer enables one-click account and billing generation
- SMS ticketing with ViaNett protocol support

## Diagram




**About ZyXEL Communications**

ZyXEL Communications Corp., founded in 1989 and headquartered in Taiwan, is the leading provider of complete broadband access solutions. As one of the early modem manufacturers, ZyXEL has gone through transformations in the fast-paced networking industry. Delivering cutting-edge communications innovations to more than 400,000 businesses and more than 100 million consumers throughout the world, today ZyXEL is one of the few companies in the world capable of offering complete networking solutions for Telcos, small to medium-sized businesses, and digital home users for a wide range of deployment scenarios. Telco solutions include Central Office Equipment, Customer Premise Equipment, Wired and Wireless Access Network Devices, and Carrier Switches. SMB and Enterprise solutions include Unified Security Gateways, LAN Switches, WLAN, and IP Telephony. Digital Home solutions include Network Connectivity Devices and Multimedia Solutions.

The company has 1000 employees and distributors in 70 countries, reaching more than 150 regional markets. The ZyXEL Communications Corp. includes 35 subsidiaries and sales offices and two research and development centers worldwide. For more information, visit the company's Website, http://www.zyxel.com.

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