



## Success Story

### ITES Future Proofs Landromantik Hotel Oswald Wireless Network with ZyXEL Wi-Fi



Mario Iglhaut, Managing Director of ITES (Left) and Alfons Oswald, Hotel Director (Right)

**"From the onset, the ease of use and smooth installation procedures of ZyXEL's Internet access solutions convinced us. This was the major reason why we took ZyXEL on board and why we were inspired to delve deeper into Internet access solutions for the hospitality market. In the meantime, our company has taken ZyXEL's complete product portfolio on board. We mainly focus on Wi-Fi and security. However, due to the fact that our company is located in a holiday region, very often we also deploy ZyXEL's xDSL technology."**

**"During our search for a suitable supplier, we got to know ZyXEL which has just the right product range, plus the right sales and technical support. The support we get from the hotline is competent and uncomplicated and, more than anything, it's local. All in all, we feel very well taken care of."**

#### Mario Iglhaut

Managing Director of ITES

## Overview

#### Customer Name

Landromantik Hotel Oswald

#### Customer Industry

Hospitality

#### Challenges

Provide an adaptable, future-proof wireless network for hotel guests and staff

#### Solutions

- Unified Access Gateway
- Wireless LAN Controller
- Unified Security Gateway
- Unified Pro Access Point

#### Benefits

- Offers expandable account management, billing, and data retention capabilities ideal for growing hospitality environment.
- Provides an all-in-one solution for AP planning, deployment, monitoring and maintenance.
- Handles growing demand for bandwidth while offering future-proofed support
- Localized support

## Background

Located in the Bavarian town of Kaikenried, Germany The Landromantik Hotel Oswald is an owner-run spa hotel with nearly 70 years of history. The hotel began as a small inn. In the 80's, it was completely rebuilt to accommodate sports facilities, a restaurant, a bowling alley and its own butcher. By 2006, further major renovations were carried out to create a modern country hotel and spa.

With over 60 rooms, the Landromantik Hotel Oswald invites its guests to unwind and relax in its outdoor pool and spacious spa or in the welcoming, cozy atmosphere of its gourmet restaurant. Whether guests are visiting for business or for pleasure, they count on all their needs being catered to and everything operating smoothly, including their personal electronics. Seamless Internet access in the hotel is a must, and guests using multiple devices such as smartphones, laptops, tablets and game consoles expect high-performance wireless coverage everywhere in the hotel.



## Challenges

From an early stage, hotel management predicted rapid growth potential in the demand for Internet access and increased its importance to the Landromantik Hotel Oswald's guests. The hotel knew it needed to invest in a future-proof wireless access system, which would be scalable and thus cost-effective, as it would have to grow to meet the evolving demands of guests and staff alike.

Hotel Director Alfons Oswald addressed the subject of communication technology early on and realized that good quality Internet access was a value added service that should rank high on a hotel's priority list.

"Right from the start, I envisaged the hotel's Internet access becoming just as important as good food or TV service in the guests' rooms," Oswald said. "Together with ITES we searched for a scalable solution to fit the bill."

## Solutions and Benefits

ITES has been handling all of the hotel's computer network and telephone system needs for more than a decade. Having gained experience in smaller WLAN installations in other hotels and inns, the company was in a position to recommend ZyXEL's solutions.

During the hotel's major expansion, the hotspot system had to be extended. The original installation included a ZyXEL G4100v2 gateway without a WLAN controller, seven ZyXEL NWA3000-N series access points, a NAS storage solution and a USG200 security appliance. A WLAN surveillance was carried out, which revealed the need for 21 access points. For ITES, it immediately became apparent that the Landromantik Hotel Oswald needed a controller-based solution with a new hotspot gateway UAG4100, as well as a ZyXEL NXC2500 WLAN controller and access points from the ZyXEL NWA3160-N.

With large projects like these, the recipe for the success often lies in preparation. Mario Iglhaut, managing director of ITES, said he prepared for unforeseen circumstances.

"During the renovation of the hotel, the biggest challenge was to implement and adjust the system, more or less on the go, to alterations and structural changes which were actually taking place during the construction phase," Iglhaut explained. "This meant altering the positions of WLAN access points and continually checking the coverage. We had to ensure that when new pieces of furniture and decorations were being installed, the range wasn't affected. We also discovered that we could integrate the access points, which were already in the older part of the building, into the new system, which was really convenient."

## Products Used



### 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
- Built-in WLAN controller (supports 8 APs by default and up to 16 APs via license upgrade)
- Facilitates compliance with data retention regulations



## NXC2500 Wireless LAN Controller

- Centralized management for up to 64\* APs
- ZyMESH mitigates complex, inconvenient cabling Wi-Fi deployments
- Client steering enhances efficiency of wireless spectrum utilization
- Auto healing maximizes Wi-Fi service availability
- Seamless integration with external AD, LDAP, RADIUS authentication
- Best investment protection with built-in RADIUS server

*\*Management of 64 APs is supported with firmware version V4.10 or above.*



## USG200 Unified Security Gateway

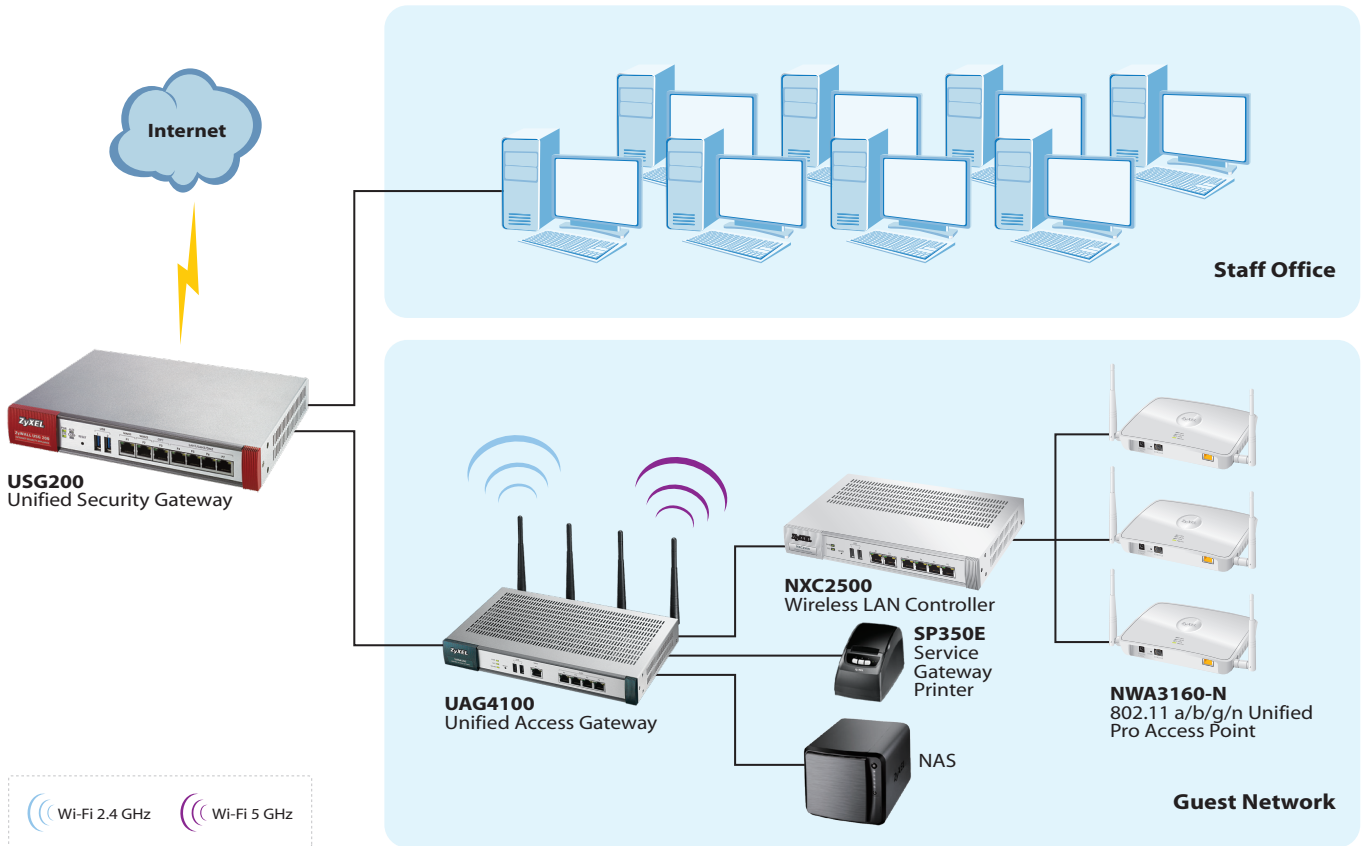
- Robust hybrid VPN (IPSec/SSL/2TP)
- Zero-configuration remote access with EASY VPN
- Supports L2TP VPN on mobile devices (iPhone and Android phones)
- ICSA Firewall, IPSec certification
- Content filter stops malware and Web threats
- Powerful e-mail security
- Non-stop Internet access with multiple WAN and 3G backups



## NWA3160-N 802.11 a/b/g/n Unified Pro Access Point

- 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

## 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 undergone many transformations in the fast-paced networking industry. Today, ZyXEL is one of the few companies in the world capable of offering complete networking solutions of Telco, SME/Enterprise, and Digital Home for a wide range of deployment scenarios. Telco solutions include wired and wireless access network equipments, networking customer premises equipments, and Carrier Switches. SME and Enterprise solutions include Unified Security Gateway, 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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