# ZyXEL



# Success Story

## Alliance Hospitality Integrates ZyXEL Wi-Fi Solution Across Its Hotel Network in France

**"The centralized management of the sites is really an asset for our network. No intervention on the site is necessary because everything can be managed remotely. We've worked with ZyXEL solutions for many years and we are satisfied with our cooperative relationship. We know that at any moment we can count not only on their valuable help during the pre-sales phases, but also on their technical help to support and monitor our projects."**

**Claude DELIMAUGES**
Alliance Hospitality IT manager

## Overview

### Customer Name
Alliance Hospitality

### Customer Industry
Hospitality

### Challenges
• Provide a stable and efficient Wi-Fi connection to all customers
• Segment the user population and their respective Internet access
• Provide a simple management solution to staff
• Create ability to duplicate typical configurations at other group sites

### Solutions
• 48-port GbE Smart Managed Switch
• Wireless LAN Controller
• 802.11 a/b/g/n Dual-Radio Unified Access Point
• Unified Access Gateway

### Benefits
• Simple, user-friendly and centralized maintenance (everything is controlled remotely from the headquarters)
• A complete, efficient and durable solution
• A quick integration and production
• Compliance with EU directives on the conservation of navigation data

## Background

Created in 1996, Alliance Hospitality operates 12 hotel establishments in France. Though the majority of their facilities are located in Paris and the surrounding area, the network is also present in other cities, including Tours, Strasbourg, and Toulouse. Categorized as 3, 4, or 5-star accommodation, the hotels bear the branding of several chains as diverse as Best Western, Ibis Styles Hotel Alliance, Mercure, and Crowne Plaza.

Alliance Hospitality has been able to develop unique expertise in business tourism and is able to respond to all the needs of its customers by proposing exclusive concepts,

innovations, and quality.

The Best Western Paris CDG Airport is a 4-star hotel located three minutes from the International Paris CDG Airport, and less than 10 minutes from the Villepinte and Le Bourget exhibition centers north of Paris. The hotel has a capacity of 244 rooms, as well as a meeting room with 15 reception rooms.

Alliance Hospitality also installed Wi-Fi access at the Mercure Strasbourg, Mercure Paris Velizy / La Villette and Crowne Plaza Toulouse hotels.

## Challenges

Today, hotels must respond to the increase in the number of devices likely to be connected to the Wi-Fi network of their establishment. The Internet has become a service that hoteliers are required to provide to their customers, just like television.

This is why, for hotels, providing a welcoming and comfortable environment for customers remains a priority. All customers must be able to access a stable, efficient, secure and easy Wi-Fi connection during their stay. Moreover, these connections need to differentiate between the Wi-Fi access used by the staff and the Internet provided to guests, while respecting the confidentiality of information exchanged.

Over the past years, customers were dissatisfied with the Wi-Fi provided by the group's hotels. Alliance Hospitality, with its solid experience in this field, has therefore been asked to provide efficient Wi-Fi service that can meet the needs of its customers and staff.

## Solutions and Benefits

In November 2014, drawing on his technical knowledge and the recommendations of ZyXEL France, Alliance Hospitality IT manager Claude DELIMAUGES began integration of Wi-Fi architecture in a test hotel — the Best Western Paris CDG Airport, which has a capacity of 240 rooms. Satisfied with this initial result, Alliance Hospitality then extended the same configuration to seven other hotels, ranging in capacity from 80 to more than 300 rooms.

Network management established with fiber links and ZyXEL GS1920-48 48-port Gigabit smart managed switches to provide the highest level of speed and stability.

For easy integration, configuration, and maintenance of Wi-Fi coverage, a ZyXEL NXC2500 wireless LAN controller was deployed. Integration with new WLAN terminals is facilitated with the automatic selection of channels through an environment scan, as well as centralized configuration and access management.

Wi-Fi management and connection of wireless devices at 2.4 and 5GHz are provided via NWA5123-NI 802.11 a/b/g/n dual-radio unified access points. These ZyXEL Wi-Fi terminals can be integrated discreetly with smoke detector designs in various hotel interior environments, and provide optimal coverage in all necessary areas.

Compliance with legislation and regulations regarding public Internet access is provided by next-generation ZyXEL UAG4100 unified access gateways combined with a log storage server and several printers, which provide connection IDs to customers.

Today, Alliance Hospitality continues to provide its customers with Wi-Fi connectivity through networks based on ZyXEL solutions.

## Products Used



### GS1920-48
### 48-port GbE Smart Managed Switch

- Smart managed switch with essential L2 features
- GbE RJ-45, GbE combo (RJ-45/SFP) and fixed GbE SFP connectivity
- Supports ZON Utility, ZyXEL Smart Connect and iStacking facilitates easy network initialization and management
- Reliable network availability with Loop Guard, IPSG, and CPU protection
- RADIUS, static MAC forwarding and 802.1x authentication-enhance network security
- Future-proofed with IPv6 support

## NXC2500
## Wireless LAN Controller

- Centralized management for up to 64* APs
- ZyMesh mitigates complex, inconvenient cabling Wi-Fi deployments Comprehensive features for WLAN performance optimization and always-on Wi-Fi connectivity
- Seamless integration with external AD, LDAP, RADIUS authentication
- User-friendly authentication by QR code facilitates keyboard-less mobile devices accessing Internet

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

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

- Ceiling and wall mountable
- Plenum rated housing
- 2-in-1 standalone/managed AP design
- CAPWAP management supported
- 2.4 GHz and 5 GHz concurrent dual-band
- High-performance RF technology: Tx Beamforming and Rx Maximum Likelihood Demodulation (MLD)
- ZyXEL One Network is supported

## 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
- Built-in WLAN controller (supports 8 APs by default and up to 16 APs via license upgrade)
- SP350E Service Gateway Printer enables one-click account and billing generation
- SMS ticketing with ViaNett protocol support

**SP350E**
Service Gateway Printer

**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.