



## Success Story

Amid Lockdown, German Red Cross Installs Zyxel Networks Devices Without Need of On-site Help



INDUSTRY

Non-profit  
Organization



CUSTOMER

German  
Red Cross



COUNTRY

Germany



SOLUTION

Zyxel  
Nebula  
Solution

## Overview

### Challenges

- Build new network infrastructure by the staff due to health care access restrictions
- Use remote management to fix network problems and complete the installation immediately
- Ensure reliable WLAN access throughout the facility

### Results

- Cloud-based, contactless network installation and management for both staff and service providers
- Easy-to-use remote monitoring and management interface allows immediate network maintenance without on-site support from service providers
- Staff and visitors have access to high-speed wireless

### Solution

- Zyxel Nebula Solution

"The district association received network equipment from Zyxel Networks free of charge, and this has yielded a network that is modern and flexible. This comprehensive network solution has helped us establish LAN connections between workstations and enabled WiFi access for mobile devices. A special highlight of the system is the integrated hotspots, which make it possible to establish an internet connection on the go."

Johannes Ufer  
Press Spokesman, Emergency Services, DRK Oberberg

## Background

The German Red Cross (GRC), or the DRK, like its counterparts worldwide, is dedicated to helping people in times of need and emergency, providing rescue services, first aid, disaster preparedness, and social welfare services. It runs hospitals and blood donation centers. Early this year, its branch in Oberbergischer Kreis needed network infrastructure but ran into an unusual and unprecedented problem.

## Challenges

The COVID-19 pandemic has posed a major challenge to deploy networks. This has been particularly true for the health sector, as locations like hospitals and elderly care homes have implemented tight restrictions on non-essential visitors in a bid to stop the spread of the disease.

And this was exactly the case for the branch organization – one of its facilities needed networking infrastructure

## Solutions and Benefits

That's where Zyxel Networks came in. With a long-standing commitment to connecting people and the world, Zyxel Networks donated network switches, access points and security gateways to the GRC. Next, Bien Network designed a reliable, easy-to-manage network that could utilize the donated devices. Most importantly, its hardware could be installed on-site by non-professionals, and then its software could be set up remotely by Bien Network.

For its wall-to-wall high-performance wireless connectivity across the site, the network runs Zyxel's Nebula cloud-networking management solution and utilizes **NWA1123-ACv2 802.11ac Dual-Radio Ceiling Mount PoE Access Points** and a **NWA1123-AC PRO 802.11ac Dual Radio External Antenna 3x3 Outdoor Access Point**. Meanwhile, **GS1920-24HPv2 24-Port GbE Smart Managed PoE Switches** and a **NSG100 Nebula Cloud Managed Security Gateway** are in place and support Nebula cloud networking management. This was where the real magic happened, as its near zero-touch provisioning allowed the network infrastructure to be deployed quickly and easily. The solution automatically pulls policies and configuration settings, and receives seamless firmware upgrades from the cloud without the need for on-site networking expertise. In addition, any configuration made via the browser-based Nebula Control Center can automatically propagate to all the connected Nebula gateways, switches, and access points – again saving time and work.

Everything went as planned. The GRC staff, despite having no tech expertise, was able to set up and activate the devices, with the on-site electrician helping with the wiring. As soon as the devices were online, they configured



installed to facilitate the work of staff and allow WiFi use by visitors, but technicians couldn't enter the premises to do so.

"Because of the COVID-19 pandemic and health care access restrictions, it was critical that we have a solution that could support remote network management," explained a staff member from GRC partner and system integrator Bien Network.

themselves automatically. Then Bien Network took over, using the Nebula Control Center to remotely program, configure, and complete the deployment.

And the Nebula solution is still making life easy for GRC now that the network is up and running. Its remote network management allows the administrator to not only monitor network devices but also add or replace devices whenever there is network failure – all remotely and in real time without onsite support from a service provider. This has been a godsend for the facility during the pandemic, ensuring adherence to safety protocols while also ensuring maximum network performance.

The GRC's Oberberg District Association was grateful for the donation of the network equipment from Zyxel Networks and pleased with the agile wired and wireless networks created with it. "The district association received network equipment from Zyxel Networks free of charge, and this has yielded a network that is modern and flexible," said Johannes Ufer, Press Spokesman for Emergency Services at DRK Oberberg. "This comprehensive network solution has helped us establish LAN connections between workstations and enabled WiFi access for mobile devices. A special highlight of the system is the integrated hotspots, which make it possible to establish an internet connection on the go."

Bien Network concluded: "The entire system runs perfectly now. And, if anything comes up, we can monitor and perform maintenance for all components remotely to ensure the system keeps operating smoothly. Nebula is a genuinely great solution – and one that we can rely on."

## Products Used

### NWA1123-ACv2 • 802.11ac Dual-Radio Ceiling Mount PoE Access Point



- NebulaFlex™ gives you the flexibility to switch between standalone and Nebula cloud management
- Nebula cloud management allows easy deployment, real-time configurations, and access to all your access points at anytime
- 802.11ac 2x2 supports a combined data rate of up to 1.2 Gbps
- Compact ceiling-mount design with optimized RF performance
- Robust build quality including solid-state capacitors to ensure long life and operational reliability

### NWA1123-AC PRO • 802.11ac Dual Radio External Antenna 3x3 Outdoor Access Point



- NebulaFlex™ gives you the flexibility to switch between standalone and Nebula cloud management
- Dual-band 2.4-GHz and 5-GHz 802.11ac Wireless Access Point
- Designed with IP66-rated weather protection which is ideal for harsh outdoor environments
- Advanced IEEE 802.11ac delivers up to 1.75 Gbps combined data rates
- Industry-leading receive sensitivity as low as -102 dBm
- APFlex™ and DCS for streamlined deployment

### GS1920-24HPv2 • 24-Port GbE Smart Managed PoE Switch



- Up and running in minutes — supports NebulaFlex™ Technology to shift between standalone and License Free Nebula cloud flexibly
- Standalone: Easy management and setup with web-based GUI
- Nebula Cloud: Nebula allows simple deployment with agile network management
- Unique port combinations futureproof the network
- Smart fan design offers silent operations in your office
- Offers 30-watt (802.2at) PoE+ to each port and gives a large PoE+ budget of 375W

## Products Used

### NSG100 • Nebula Cloud Managed Security Gateway



- Complete network, security, and application control from anywhere via the cloud
- Zero-touch site-to-site VPN
- Secure networks with IDP and Application Patrol, Content Filtering and Anti-Virus
- Built-in DHCP, NAT, QoS, and VLAN management
- Static route and dynamic DNS support
- Identity-based security policies and application management
- Cloud management and cloud statistics

### Nebula Control Center (NCC)



- Responsive web design and intuitive user interface
- Multi-tenant, multi-site view
- First time setup wizard
- Role-based administration privileges
- Real-time and historical monitoring/reporting
- Rich site-wide management tools
- Powerful organization-wide management tools
- Configuration changing alerts
- Misconfigure protection against disconnecting NCC
- Configure login auditing

## About Zyxel Networks

Focused on innovation and customer-centricity, Zyxel has been connecting people to the Internet for over 30 years. Our ability to adapt and innovate with networking technology places us at the forefront of creating connectivity for business and home users. We're 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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