ZYXEL
N E T W O R K S

Success Story

Zyxel Nebula Solution Helped Indian Logistics Service Company Replace Network System During Fast Expansion

INDUSTRY Logistics

CUSTOMER Ecom Express

COUNTRY India

SOLUTION Zyxel Nebula Solution

Overview

Challenges

- Lower recurring costs of network service
- Replace the existing network system with a new cloud technology with the best prices available and the best supportability
- The replacement should be reliable and easily scalable for upcoming rapid future expansion

Solution

- Zyxel Nebula Solution

Results

- Affordable recurring service cost in the long run
- Reliable cloud technology which saves maintenance time and costs
- Excellent customization ability and customer support from a trustworthy company with strong local presence

"We have chosen Zyxel solutions for implementation mainly due to the long-term presence of the brand on the Indian market and the positive customer feedback when working with these devices. The price-to-performance ratio of the device in comparison with that of other brands also played an important role in the choice of the Zyxel brand. We have been very satisfied with our choice of Zyxel Nebula Cloud Networking Solution at our premises."

IT Head, Ecom Express

Background

Headquartered in New Delhi, Ecom Express Private Limited is a leading logistics company in India offering nationwide express delivery services to the e-commerce industry. Since its establishment in 2012, the company expanded its presence to all 29 states of the country and now operates in over 2400 towns throughout India. The company can deliver their services to over 1.2 billion people, around 92% of India's population. Ecom Express has established its presence in the industry due to a differentiated business model which is built on delivery service capability, scalability, customization and sustainability. Their cutting-edge technology and automation solutions enable first-mile pickup, processing, network optimization and last mile delivery.

Challenges

With an increasing network demand from their growing branches, the company found their network service recurring cost has kept rocketing up at an unsustainable rate. They found it necessary to lower the high service recurring costs in the long run. Their goal was to replace the existing system with a reliable one without exceeding the budget allocated by their management and without sacrificing performance. The company wanted to adopt a few access points at first to ensure their network performance could meet their standards. However, replacing a vendor is never an easy task and comes with plenty of risk and factors to consider: First of all, they had to consider if the product price from the vendor was reasonable and affordable. Secondly, the new system would have to be scalable and futureproof to meet the needs for future expansion. Lastly, the most important of all, the new vendor needed to provide as much or even more support than their previous vendor, or the switch would be pointless. A reliable and trustworthy technical partner with strong local brand presence and deep experience was found to be essential for this project.

Solutions and Benefits

After evaluation, they decided to try a new cloud technology, Nebula Cloud Networking solution, to manage their network at a more competitive price and higher supportability. Ecom Express reached out to its regional partner Hitachi Systems for a recommendation and were directed to Zyxel Nebula Networking Solution for the pilot project.

In the pilot project, the company deployed 15 **NWA1123-ACv2 802.11ac Dual-Radio Ceiling Mount PoE Access Points** at the branch office first. The APs delivered wide coverage and fast connection speeds for each client at combined data rate of up to 1.2 Gbps. Equipped with optimized antennas, premium power amplifiers and low-noise elements, as well as features like Dynamic Channel Selection (DCS) and spectrum load balancing, the AP delivers a smooth high-performance WiFi experience in the office.

Furthermore, the **Nebula Control Center (NCC)** makes it a breeze to centrally manage the APs without troublesome onsite support. This top-notch cloud networking technology helped the company easily replace the existing APs and simplify their network management. The IT professionals can remotely manage all wireless network devices through a single interface. The new system helped the company benefit from reducing operating costs, maintenance time, and more efficient network management.

The Ecom Express owners and employees are more than satisfied with the stable networking access and simplified deployment from Zyxel's solution. With high confidence in Zyxel's products, they will consider to work with Zyxel for the future installation projects.

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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

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.