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Success Story

Indian High-End Hotel Says Namaste to a High-Performance WiFi Network with Zyxel Wireless Solution

Hospitality INDUSTRY	**Golden Tulip Suites Gurgaon** CUSTOMER	**India** COUNTRY

Zyxel Wireless Solution
SOLUTION

Overview

Challenges

- Replace the old network infrastructure to deliver high-speed WiFi
- Ensure excellent connectivity despite the building's large number of rooms, thick walls and complex layout
- Enable smooth roaming and single-point management of VoIP, IPTV and IP surveillance services
- Centralized and streamlined management of all APs

Solution

- Zyxel Wireless Solution

Results

- Established a wireless network infrastructure that is powerful and dependable
- Hotel staff and guests are now enjoying high-speed, hassle-free internet access
- Easy and centralized management of wireless APs and all connected devices

Summary

Increased business meant increased demand for fast and stable internet at the Golden Tulip Suites in northern India. Standing in its way – literally – was the hotel's design, with its numerous rooms and levels wreaking havoc on the WiFi signal. The management turned to Cenex Technologies to deliver stable, hassle-free network connectivity. It did so by utilizing Zyxel's wireless solution, chosen chiefly for its scalability and future-proof technology. Also significant was its cost-effectiveness compared with the existing network infrastructure, achieving a high return on investment for the hotel. Now, with the deployment complete, the hotel's management is going about business without having to worry that unstable wireless or dropout-prone roaming is affecting the guest experience.

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Background

Gurgaon is modern India in a nutshell. Formerly a quiet suburb of the capital New Delhi, the city is now a tech and business hub boasting international companies, a population of a million and the country's third-highest income per capita. With its sleek architecture and refined décor, Golden Tulip Suites Gurgaon was designed to give modern travelers a modern refuge just a stone's throw from Gurgaon, amid the lush Aravali Hills. The hotel opened its doors in style, providing top-grade amenities and services to guests from around India and the globe.

Challenges

The Golden Tulip was running into difficulty delivering stable wireless access to its guests – for more than one reason. First, the building's structure is relatively complex. It also has relatively thick concrete walls, which are great for a quiet night's sleep but can severely hamper signal penetration. Furthermore, the building houses a large number of guest rooms. Together, these factors meant the existing network simply wasn't able to meet the needs of the hotel, which sought to replace the old infrastructure in order to provide stable WiFi service for its staff and customers alike. And the job didn't end there. The poor roaming performance also prevented the hotel from effectively managing its VoIP and IPTV services as well as its IP security cameras. As such, the Golden Tulip required new infrastructure that was capable of supporting all these needs and that could be managed from a single interface. Finally, in addition to guest WiFi, the hotel wanted the ability to centrally manage all network systems and APs.

Solutions and Benefits

The Golden Tulip, a national chain, turned to its system integrator partner Cenex Technologies to recommend an IT supplier for the Gurgaon Suites branch. The partner suggested Zyxel, citing its product specs, proven technology and scalability. It also pointed to the problem-solving abilities and high degree of customizability of Zyxel's products as decisive advantages.

At the center of the solution is Zyxel's **NXC2500 Wireless LAN Controller**, which enables the hotel to centrally manage all its APs with ease. The controller also reduces the amount of time required for the initial setup of APs as well as for subsequent adjustments. Furthermore, the controller features client steering, setting 5 GHz as the priority for dual-band devices in order to overcome heavy loading on 2.4 GHz band, while the client signal threshold transfers devices to APs with stronger signals. The controller can ensure better radio resource usage so users experience the best possible wireless network performance. Moreover, its easy installation and configuration offer complete ownership at minimal cost.

To provide wireless connectivity throughout the establishment, **NWA5123-AC 802.11ac Dual-Radio Unified Access Points** were installed. The device's flexible design means hotel management can use it as a standalone AP or switch it to a controller-managed AP when WiFi demand grows. The NWA5123-AC features internal antennas to enhance wireless performance and eliminate coverage dead spots. In fact, its signal output has been fine-tuned to provide easy RF planning and excellent signal coverage in order to ease network congestion in high-density environments exactly like the Golden Tulip.

Indeed, for the Golden Tulip, there was a lot to be happy about with Zyxel's wireless solution. The hotel saved on long-term investment on the equipment while reducing manpower expenditure in both time and money; with less hardware to worry about, the infrastructure doesn't require as much IT maintenance.

Stop by the suites today and you'll find owners and guests who are more than satisfied with the stable network access and simplified deployment offered by the solution – so much so that the Golden Tulip is looking to Zyxel to satisfy its other networking needs going forward.

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Products Used

NXC2500 • Wireless LAN Controller

- Auto provisioning and centralized management of up to 64 APs
- Zyxel Wireless Optimizer for easy planning, deployment, and maintenance
- Advanced ZyMesh technology for streamlined AP deployment and WLAN extension
- Enhanced RF management with auto healing
- Flexible traffic forwarding with tunnel and distributed modes
- Comprehensive guest network management and granular access control

NWA5123-AC • 802.11ac Dual-Radio Unified Access Point

- Ceiling- and wall-mountable design with optimized RF performance
- 2-in-1 standalone/managed AP design
- CAPWAP management supported
- Enterprise-class 2x2 802.11ac AP supports combined data rates of up to 1,200 Mbps
- Simple, speedy deployment with APFlex™ and Zyxel One Network utilities

About Zyxel

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 telcos and service providers, business and home users.
Zyxel is 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.