



## Success Story

French Hotels' Network Overhaul Delivers Fast WiFi without Slowing Down Business



Hospitality



Hotels  
Champ'Alsace



France



Zyxel  
Nebula  
Solution

## Overview

### Challenges

- Install a modern WiFi networking solution that manages guests' internet access in accordance with data-protection legislation
- Strictly adhere to tight budget constraints
- Ensure the continuity of hotel service throughout the deployment process

### Benefits

- Zero-touch feature allows fast, hassle-free installation and network deployment
- Nebula cloud platform enables inexpensive remote management of all network elements by a third party
- Easy-to-customize captive portals

### Solutions

- Zyxel Nebula Solution

"Having regularly discussed with my fellow hoteliers the difficulties they've faced in trying to offer high-quality WiFi, I seized the opportunity to have [Zyxel partner] ISRT help us deploy a solution that was powerful but also respected my constraints. Visitors to my hotels are now happy to tell me how satisfied they are."

Jean-Paul Suss  
Manager, Champ'Alsace hotels in Haguenau

## Background

Think of a French countryside town and odds are it's the spitting image of Haguenau. This hamlet of 35,000 people is dotted with museums, fountains, and diverse architecture highlighting the area's rich history, including in baroque, gothic, and classicism styles. In past years, Haguenau's bountiful heritage and inviting landscape has made it a popular destination for travelers, and the tourist trade has become the lifeblood of the area.

## Challenges

Having been installed several years earlier, the hotspot solution in place at both the Champ'Alsace facilities needed an upgrade to meet modern WiFi standards and guests' growing demand for wireless that's fast, reliable, and easy to find in every corner of their hotel.

A simple job? Not quite; two requirements from the client made this network overhaul an even more daunting prospect. The first consideration was costs and the obvious desire to keep them down and within budget while still installing completely new wireless infrastructure for the two large establishments.

The second consideration concerned daily operations. The hotels had been enjoying high customer satisfaction

The three-star Hotels Champ'Alsace have been serving such travelers for years at their two Haguenau locations. With a total of 70 rooms, the two hotels also each house a restaurant, bar, and meeting rooms with a capacity of 150 guests.

and their manager, Jean-Paul Suss, didn't want to see any change in this department: special care had to be taken to minimize the interruption of normal operations.

Jean-Paul knew the team for the job was ISRT, with whom he had worked before and been extremely satisfied. A Zyxel partner, ISRT specializes in network installations for the hospitality, pharmaceutical, and industrial sectors.

ISRT manager Julien Hubsch got to work blueprinting a solution, working with Zyxel France's sales and pre-sales teams. The project's budget and time constraints called for hardware that could be installed rapidly and centrally managed using a cloud-based solution.

## Solutions and Benefits

Zyxel **Nebula's cloud network management solution** immediately presented itself as the perfect solution.

For the access points – the devices that would be doing the hard work of broadcasting WiFi 24/7 for years to come – Zyxel's **NAP203 was chosen**. The Nebula cloud-managed access point was selected not only for the impressive speeds of the dual-radio, dual-optimized device but also because of its friendly design. The AP can be mounted on a wall or ceiling within minutes and its modern, ultra-slim form means it blends in wherever it's placed in a hotel room.

With the APs in place, they were connected to the network's new engines: **NSW100-10P gigabit L2 Nebula cloud-managed switches**. The eight-port switch can be managed remotely via **Nebula Control Center (NCC)** and offers multiple SSID broadcasting as well as customized captive portals. The latter allows the hotels to, using the

NCC interface, make their own set of terms and conditions that guests must accept in order to receive WiFi access. Perhaps even more crucially for Hotels Champ'Alsace, the switches' incorporation of Zyxel's other hospitality-focused solutions ensures compliance with data-protection legislation.

A key benefit of Zyxel Nebula is that it enables small- and medium-sized businesses to contract out their everyday network administration needs. And, with the network migration completed on schedule and within budget, ISRT now oversees and manages the hotels' network devices easily through NCC.

"Today, I monitor, manage, and, if necessary, intervene remotely from a simple and intuitive administration interface, wherever I am," Julien said. "My team and I have gained autonomy and responsiveness, and the client couldn't be more satisfied."

## Products Used

### NAP203 • 802.11ac Dual-Optimized Antenna 3x3 Nebula Cloud Managed Access Point



- Cloud-managed dual-radio 3x3 MIMO 802.11ac AP
- Supports combined data rates of up to 1.75 Gbps
- Dual-optimized antenna allows pattern optimization adapting to wall- or ceiling-mount installations
- Self-configuration and zero-touch deployment
- Enterprise-class security and RF optimization
- Dynamic channel selection, load balancing, and smart client steering
- Ultra-slim, 32-mm-thick ID design blends into any modern decor

### NSW100-10P • 8-port Gigabit L2 Nebula Cloud Managed Switch



- Essential L2 features with user-friendly ACL and VLAN configuration
- Optimized for quality voice and video traffic with high 180 -watt power budget PoE technology
- Supports port mirroring for network traffic monitoring
- Supports DHCP Server Guard and IGMP snooping
- RADIUS, static MAC forwarding, and 802.1X authentication

### Nebula Control Center (NCC)



- Responsive web design and intuitive user interface
- Multi-tenant and multi-site views
- Role-based administration privileges
- Real-time as well as historical monitoring and reporting
- Site-based auto and smart configuring tools
- Misconfiguration protection to prevent NCC disconnections
- Rich site-wide management tools (dashboard, map and floor plans, and topology)

## UAG2100 • Unified Access Gateway



- IEEE 802.11 a/b/g/n dual-radio (2.4 and 5 GHz) design
- Supports 100 concurrent logins by default and up to 200 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
- Facilitates compliance with data-retention regulations
- SP350E Service Gateway Printer enables one-click account and billing generation

### About Zyxel Communications

Focused on innovation and customer-centricity, Zyxel Communications has been connecting people to the Internet for nearly 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.

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