



Success Story

Net Hue Restaurant Pleased with Streamlined and Easy-to-Manage Network from Zyxel Nebula Solution



Hospitality

INDUSTRY



CUSTOMER

Net Hue
Restaurant



COUNTRY

Vietnam



SOLUTION

Zyxel
Nebula
Solution

Overview

Challenges

- Have difficulties in completing food ordering via wireless tablets due to poor coverage
- The old network structure cannot support a separate network for internal use and ordering
- Lack enough IT administrators to solve the constant technical issue and manage multi-site network management
- Support from network supplier was not fast enough and often took a long time to diagnose and troubleshoot issues

Results

- Reduced time and operating costs for network setup and maintenance
- Centralized cloud networking management to handle multi-site networks at different locations and solve technical issues with ease
- Comprehensive view of network operation at any time
- Separate, smooth and stable WiFi connectivity for staff and customers
- Zero touch setup for fast and easy deployment
- Optimized bandwidth management by using multiple SSIDs to prioritize traffic for a reliable and efficient restaurant ordering system
- Captive portal and sign-on page used to announce the restaurant's updates and promotions

Solution

- Zyxel Nebula Solution

"Zyxel's solution is high tech but also very simple to use. Both the restaurant and customers are very satisfied with the improvements."

Mr. Thang
Manager, Net Hue Restaurant

Background

Net Hue is a popular restaurant chain based out of Ha Noi City, Vietnam, specializing in authentic Hue cuisine. With 15 restaurants, Net Hue was deploying a networking solution to keep up with their increased customer base and streamlining their network management. However, they found the old system could not meet their requirements, and decreased their customer satisfaction and work efficiency.

Challenges

First of all, they found their ordering tablets lost signal some time while moving between floors. Besides the poor performance of the old network system, they found it hard to manage the network across all their chain stores because they didn't have enough IT administrators to deal with all the maintenance and deployment. Moreover, their network supplier was not able to provide in-time support and could not completely diagnose and troubleshoot the issues in a short time.

Solutions and Benefits

Zyxel's representative listened and analyzed the difficulties that the customer encountered. Then they proposed the Nebula solution offering an easy-to-use management interface. Nebula provides a cost-saving solution for the customer when it comes to the new installation. In this project, the restaurant deployed a total of 43 **NWA1123-ACv2 802.11ac Dual-Radio Ceiling Mount PoE Access Points** across their 15 restaurants to successfully solve their problems.

Nebula's zero-touch provisioning enabled the easy and fast deployment of all Nebula-supported access points at each location. After being registered and connected to a network, the APs would be automatically discovered and preconfigured settings applied, regardless of whether the APs were in the same branch office or at another location. Additionally, a new Wi-Fi network configuration could be created in the Nebula environment, including creating separate wireless networks for customers and employees.

After the installation, their tablets can automatically connect with the nearest AP while on the go, ensuring a steady connection at all times. The multiple SSIDs were

They wanted to find a reliable solution that is easy to manage and scalable to meet the demand of future expansion. Also, the supplier needed to assist them to solve the problems in a timely and effectively manner.

To ensure smooth and secure internet connectivity, the restaurant needed to build a separate network for internal use and ordering. The network was required to support different network policies like no-login requirement or WiFi marketing.

used to prioritize wireless network traffic to ensure faster and more efficient data transmission. With the optimized bandwidth usage, the restaurants now are having a smooth ordering process in place. Additionally, the restaurant now can use their captive portal and sign-on page to push restaurant updates and promotions to customers.

Net Hue was so satisfied with the first deployment in their restaurant, they quickly mirrored the configuration to other eight sites. The excellent network management and service quality encouraged the restaurant to expand the installation of Nebula APs to all their restaurants.

Now, restaurant customers enjoy high-speed internet access everywhere in the restaurant. The staff can complete food ordering more smoothly and efficiently. Last but not least, the Nebula solution ensures the restaurant owner worries less about the technical issues of the network and their customers are impressed with their dining experience.

Products Used

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



- NebulaFlex™ gives you the flexibility to switch between standalone and license-free 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.

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