

Panorama Hotel

New Guest-pleasing Network Checks in at Turkish Hotel, Elevating Customer Experience

Customer at a glance



Customer Name

Panorama Hotel



Industry

Hospitality



Organization Size

480 beds, 224 standard and 10 family rooms



Country

Turkey



Customer Background

Located in the heart of Mediterranean paradise Alanya on Turkey's southern coast, Panorama Hotel promises every guest an unforgettable holiday, winning particular praise for its balconies with sea views and restaurants offering local gourmet delicacies as well as its long beach and charming private pool. The hotel strives to provide warm hospitality through its friendly, experienced staff, and to this end recently invested in new technology to ensure fast, uninterrupted WiFi service for guests.



"We're constantly improving ourselves to provide our guests with a peaceful and comfortable holiday. That's why we decided on this project, and we were very satisfied with the support from KBG Bilişim and Zyxel Networks at every stage. In a very short time, all the devices were configured and working well. Our internet speeds have now reached the desired level throughout the entire hotel, and we've got a lot of extremely positive feedback from our guests as a result. We really appreciate KBG Bilişim and the entire Zyxel team."

Ahmet Duyu

IT Manager, Panorama Hotel

Summary

Always wanting to up its facilities to improve the guest experience, Panorama Hotel knew an upgrade to its network would be a cost-efficient way of increasing customer satisfaction. Partnering with system integrator KBG Bilişim, the hotel deployed new backbone and edge networks powered by Zyxel's GS1920 and GS2210 managed switches. The switches feature a flexible structure allowing standalone and cloud management, with the latter able to be managed anytime, anywhere from any device via the Nebula cloud networking management platform. The Nebula solution also allows simple, real-time installation and configuration, and lets IT staff access and manage all controlled devices via the cloud. Besides, the switches are equipped with a smart fan to ensure unintrusive, whisper-quiet operation. To provide high data rates of up to 1.2 Gbps, NWA1123-ACv2 802.11ac access points were deployed. This AP's optimized antenna and RF design provides seamless coverage while its dynamic channel selection avoids co-channel interference in high-density environments like the hotel's entertainment areas. Furthermore, the AP's wireless load balancing allows administrators to easily limit the number of clients associated with each AP, thus ensuring optimal performance and reliability. Thanks to Zyxel's solution, the hotel now can ensure business continuity and enhanced customer satisfaction.

Challenges

- Upgrade network infrastructure to let every guest enjoy uninterrupted internet access
- Prevent dead spots across large number of rooms in the hotel, outdoor spaces, and the high-density environment of the entertainment areas
- Ensure reliable, non-stop network operation for business continuity

Benefits

- Uninterrupted internet access through wireless APs
- Centralized network management is flexible and easy to manage
- High work efficiency and business continuity with streamlined network management and reliable network
- Positive feedback from satisfied customers contributing to elevated corporate brand image

Product Used

- GS2210-24HP/48HP L2 Managed PoE Switch
- GS1920-8HPv2/24HPv2 Smart Managed PoE Switch
- NWA1123-ACv2 802.11ac Access Point