# ZYXEL

# Success Story

## Indian Hotel Staff and Guests Enjoy High-Speed and Hassle-Free WiFi Service with Zyxel Wireless Solution

| INDUSTRY | CUSTOMER | COUNTRY | SOLUTION |
|---|---|---|---|
| Hospitality | Ramada Hotel | India | Zyxel Wireless Solution |

# Overview

## Challenges

• Visitors and staff members were suffering from unstable wireless connectivity in the hotel
• Provide a central management platform enabling accurate network monitoring and real-time updates
• Find a reliable solution with good return on investment

## Solution

• Zyxel Wireless Solution
• Guest Ticketing Solution

## Results

• Stable networking access and simplified deployment of network infrastructure
• A reliable solution to provide reliable and hassle-free WiFi connectivity to guests
• Feature-rich central management platform enabling efficient real-time monitoring and seamless roaming service
• Delivered a reliable, long-lasting solution with good value

## Summary

Ramada Hotel wanted to tackle the problem of unstable WiFi connectivity and poor roaming performance that has been affecting their guests. They specified that the new network system needed to be centrally managed so that hotel management could monitor the network accurately and get updates on a real time basis. They decided to deploy a WLAN controller which could manage all the APs from one central location. Zyxel's state-of-the-art wireless solution was selected to help the hotel successfully solve their issues while saving on cost. The hotel guests are now pleased with best-in-class hotel amenities and smooth internet service, and leave with a happy smile.

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## Background

The Ramada Hotel, one of the most prestigious hotels in Ajmer, is adjacent to the railway station and airport, which makes it easily accessible for travelers. It is close to famous local scenic spots, such as the Dargah Sharif. The hotel is also a well-known venue for business meetings and wedding ceremonies in their lushly planted outdoor space. Guests on vacation can appreciate lush landscaping and a sparkling outdoor pool, as well as a variety of amenities such as a spa, fitness center and the London Pub Discotheque. The hotel wanted to provide a relaxing and life recharging experience to its guests while providing modern top-notch facilities and services at the same time.

## Challenges

Ramada Hotel aims to provide best-in-class services to its guests. However, the hotel was suffering from poor network connectivity that prevented it from providing high-quality hassle-free wireless service in the hotel. Visitors and staff members were not able to connect to the internet frequently because the wireless connectivity was very unstable. WiFi roaming also performed very poorly. The hotel also lacked a central management system which made it hard to monitor the network status accurately and get real-time updates.



## Solutions and Benefits

The hotel deployed Zyxel's state-of-the-art wireless solution to help them tackle the issues by delivering high-speed internet service to its guests. The solution enabled the hotel management to monitor and manage all APs from one centralized location.

The wired and wireless network infrastructure includes Zyxel gigabit smart managed PoE switches, and a combination of a WLAN controller wireless indoor and outdoor access points. The GS1920-24HPv2 and GS1900-8HP 8-Port GbE Smart Managed PoE Switches feature easy management and reliable high-speed performance. The smart switches made it possible to meet power requirements in the locations where it was not possible to access direct power for the outdoor and indoor APs. One NXC2500 Wireless LAN Controller was installed to address the needs of central management of multiple APs in different locations and provide complete wireless LAN functions for the hotel.

In the case of this project, the wireless APs deployed were NWA5123-AC 802.11ac Dual-Radio Unified Access Points and NWA3550-N 802.11 a/b/g/n Outdoor Business WLAN Access Points. The Zyxel access points provide wide bandwidth and high connection speeds, enabling many users to connect to the same access point simultaneously and smoothly. The APs feature Power over Ethernet (PoE) that facilitate easy installation without a separate electrical supply. The NWA3550-N 802.11 a/b/g/n Outdoor Business WLAN Access Points, featuring durable, waterproof, dust-sealed and UV-resistant casing, were installed to build a solid and efficient outdoor WLAN system for the hotel. The hotel can connect different buildings quickly without expensive cable deployments. Additionally, the APs feature multi-site networking access and easy management, without complicated network deployment and management across different sites. Since there's less hardware to worry about, the infrastructure doesn't require much IT maintenance.

UAG4100 Unified Access Gateway and SP350E Service Gateway Printer were used for ticketing at the gate and printing out user names and passwords to guests who requested access to internet service.

When it comes to upgrading networks, the investment should be able to provide longevity and scalability while not exceeding the budget limitations. Zyxel offered a cost-effective and great value-for-money solution, protecting the hotelier's Network Investment and ensuring a positive ROI.

The Ramada hotel owners and management were more than satisfied with the stable networking access and simplified deployment from Zyxel's solution. As Zyxel products meet high standards necessary within the scope of the project, Ramada Hotel provided its customers with a more stable and secure network solution, and achieved higher level of customer satisfaction.

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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

### GS1900-8HP • 8-Port GbE Smart Managed PoE Switch

- Gigabit connectivity
- High-power PoE support IEEE 802.3at
- Easy browser-based switch management
- Quick and easy setup wizard
- Advanced network error prevention features (loop protection, dual images, storm control, and DoS, SSL)
- Fanless design

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## Products Used

### GS1920-24HPv2 • 24-Port GbE Smart Managed Switch

- Up and running in minutes — supports NebulaFlex™ Technology to shift between standalone and License Free Nebula cloud flexibly
- Standalone: Easy management and setup with web-based GUI
- Nebula Cloud: Nebula allows simple deployment with agile network management
- Smart fan design offers silent operations in your office
- Supports 802.3at PoE Plus standards to offer 30-watt per port and a 375-watt high-power budget

### UAG4100 • Unified Access Gateway

- IEEE 802.11 a/b/g/n dual-radio design
- Supports 200 concurrent users by default and up to 300 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 for centralized AP management and effortless WLAN scalability
- SP350E Service Gateway Printer enables one-click account and billing generation
- SMS ticketing with ViaNett protocol support

### SP350E • Gateway Printer

- Accessories of generating revenue
- One-click billing and account generation
- Relieve receptionists from complicated operations

# Products Used

## USG110 • Unified Security Gateway

- High-performance, high-value Unified Security Firewall for small and medium-sized businesses
- Anti-malware protection with firewall, anti-virus, anti-spam, content filtering, IDP, next-generation application intelligence and SSL inspection
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity and VPN high availability (HA)
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability of up to 34 APs
- Comprehensive mobile broadband USB modem compatibility and multi-WAN load-balancing, failover and fall back support

### 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.