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Success Story

Hospitality MSP Standardizes on Zyxel Nebula to Centrally Manage High-Performance Property-Wide Network Infrastructures

INDUSTRY — Managed Service Provider

CUSTOMER — Resort Internet

REGION — United States

SOLUTIONS — Zyxel Nebula Solution

Overview

Challenge

Finding an affordable, high-performance solution for a highly-competitive market

Benefits

- Fast and simple deployment
- Cloud Management
- Simple licensing model
- Premium performance with greater capacity and more coverage through smart antenna technology
- Superb wireless experience
- Enterprise security

Solution

The Zyxel Nebula Network Management Solution - includes a comprehensive portfolio of high-performance 802.11ac indoor and outdoor wireless access points, security gateways, and managed Gigabit Ethernet Switches

"Overall, our partnership with Zyxel has been great. We're able to keep the cost of entry low into a property without losing any features of the more expensive solutions, so we get the best of both worlds."

Bryon Wentzlaff
Director of Sales for ResortInternet

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ResortInternet

Headquartered in Frisco, Colorado, ResortInternet is an Internet service provider that primarily focuses on delivering Internet and cable services to the hospitality industry and high-density, multiple-unit complexes. Established in 2003, ResortInternet focuses on designing, deploying and managing custom WiFi solutions for hotels, condominium complexes and outdoor venues, providing service to more than 30,000 end users throughout the western United States.

According to Bryon Wentzlaff, Director of Business Development for ResortInternet, the company is also a private cable operator that typically replaces a cable incumbent with a white glove custom solution to establish a complete wired and wireless network infrastructure for the property and its guests.

The Need

An Affordable, High-Performance Solution for a Highly-Competitive Market

ResortInternet's business model and the environments they sell into puts them into competition with the local cable incumbents. "We need to bring in a solution that is price- competitive to a cable company solution," stated Wentzlaff. He explains that most of their customers do not have the finances to write a five- or six-figure check for the switches and access points required to establish the network infrastructure. "We usually assume the capital expense to build out the network, add on bandwidth, and add on programming to get to a price that is similar to what the incumbent cable company is charging."

In addition to being price competitive, Wentzlaff explained that the solution would need to provide the same or better performance than other solutions they were using including products from Ubiquiti and Ruckus. He said that when it came to switching brands it was critical that they move to a solution that provides the same features, capabilities and performance. "We were seeking to lower the cost of entry into these opportunities," Wentzlaff said. "By providing a more robust wireless solution as an alternative to having a cable modem in every unit, we would be able to undercut our competition and win more of these opportunities in order to grow our business."

The Solution

The Zyxel Nebula Network Management Solution

The search for a new solution began with a company that ResortInternet was very familiar with. "For the last four years we have been using Zyxel switches in all of our installations and about a year ago we were introduced to the Nebula family of products," said Wentzlaff. "We've been deploying the Nebula line for about six months now. Our infrastructures are 100 percent Zyxel solutions."

The Zyxel Nebula Network Management Solution, which includes a comprehensive portfolio of high-performance 802.11ac indoor and outdoor wireless access points, security gateways, and managed Gigabit Ethernet Switches, enables service providers to easily monitor and manage multiple networks from anywhere via the Cloud.

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Applications

Nebula Delivers Pervasive Coverage, Fast Speeds Throughout Large Vacation Property

Treehouse, located in Wildernest, Colorado, is a large 250+ unit, three-star vacation property. According to Josh Bufmack, business development manager for ResortInternet, providing a cost effective wireless umbrella coverage solution throughout the buildings and property to support bandwidth-intensive applications such as video streaming, was a challenge due to the size of the buildings and the sheer number of devices that were connecting. "Previously a third to half of the units' used a wired Ethernet connection, we needed to find a better wireless solution," he explained.

Zyxel Nebula was deployed and ResortInternet can now provide the coverage and high-speeds that the staff and guests demand. "We were able to provide a WiFi umbrella solution and we've had a majority, if not all, of the Ethernet port customers actually drop off because it's no longer needed," Bufmack said.

Nebula Provides Fast, Reliable Access in Dense Hospitality Environment

Castle Pines Golf Club in Castle Rock Colorado is a 5+ star golf property with 60 cottages used for short-term rentals and a 10,000 square foot clubhouse. "There were always complaints about not being able to roam, and dropping connections during large events.," Wentzlaff explained. "During tournaments when they'd have 1,000 individuals on the property, the network would get bogged down and guests couldn't check their emails, let alone stream videos or put on a presentation."

ResortInternet replaced a system that included cable modems in the clubhouse and in every cottage with a Zyxel Nebula infrastructure that provided fast, reliable coverage throughout the clubhouse and cottages. After a recent golf tournament which hosted more than 1,000 individuals and their devices on the property, Wentzlaff stated that the golf course staff actually received complements regarding how much better the network had performed compared to previous years.

The Results

Enhanced Wireless Network Performance and Increased Customer Satisfaction

According to Wentzlaff, the ability to monitor and manage all of ResortInternet's Nebula infrastructures from a single location in their office saves time and reduces operating costs. "We monitor all of the Nebula access points through the Zyxel controller that is tied directly into our in-house NOC," Wentzlaff explained. "We can monitor each access point in real-time. We can reset and restart access points and then from there we can dispatch a technician if a truck roll is needed. From an operating standpoint, this is a huge cost saving because we're not having to constantly dispatch technicians." He noted that the ability to monitor the

network in real-time enables the team to identify when an access point is failing or is going to fail even before a customer realizes it, allowing them to be proactive and minimize network downtime.

"Overall, our partnership with Zyxel has been great," said Wentzlaff. "We're able to keep the cost of entry low into a property without losing any features of the more expensive solutions, so we get the best of both worlds."

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Products Used

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

- Cloud-managed, dual-radio 3x3 MIMO 802.11ac access point
- 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 ID design at 32 mm height blends into modern interior decorations

GS2210 • The Zyxel Gigabit Switch 2200 Series

- Advanced L2 switching features
- 56/100 Gbps non-blocking switch fabric (GS2200-24/24P: 56 Gbps, GS2200-48: 100 Gbps)
- 4 Dual-personality (RJ-45/SFP) GbE interfaces
- Port security and enhanced 802.1X port authentication
- MAC freeze and intrusion lock
- 8 IEEE 802.1p hardware priority queues
- WFQ, WRR and SPQ queuing algorithms
- IEEE 802.3af Power over Ethernet (PoE)(GS2200-24P)
- PoE Power consumption mode for energy saving (GS2200-24P)

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.