



Success Story

Zyxel Nebula Brings Peace of Mind to U.S. Assisted Care Facilities



INDUSTRY

Senior
Housing



CUSTOMER

SpringBrook
Assisted Living



COUNTRY

USA



SOLUTION

Zyxel
Nebula
Solution

Overview

Challenges

- Implement reliable, long-range, high-speed wireless network infrastructure

Solution

- Zyxel Nebula Solution

Benefits

- Fast and easy deployment
- Cloud management
- Premium performance with greater capacity and more coverage through smart antenna technology
- Reliable wireless connectivity
- Enterprise security
- Excellent benefit–cost ratio

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Brenton Twite
General Manager for DigitalBay

Background

Established in 2006, SpringBrook Assisted Living offers a full continuum of 24-hour care to its residents. Apartment homes, assisted living residences, memory care, and advanced age studios are provided. Its two facilities—SpringBrook Community in Onalaska, Wisconsin and SpringBrook Village in La Crescent, Minnesota—provide their residents with a full assortment of on-site amenities including lounges, dining rooms, fitness centers, activity rooms, theaters, chapels, therapy pools, and salons.

SpringBrook Village has about 50 staff members supporting the residents living in the facility's 11 independent living, 25 assisted living, and 44 memory care apartments.

DigitalBayLLC (Onalaska, WI)

Established as a telecommunications company in 2010, DigitalBay LLC has evolved from installing and managing telephone equipment into a leading provider of video security equipment, access control technologies and innovative alarm systems, according to President Jay



Twite. Jay explained that he was introduced to Zyxel through some industry colleagues. "Other people in the group had used their products and had positive stories about working with Zyxel," he stated.

Challenges

Lisa Kulas, director of SpringBrook Village, explained that the wireless network was critical in supporting the various electronic charting, communication, and security systems employed by the facility. "If we didn't have [a reliable network], we wouldn't be able to successfully run our building here," she said.

Resident care assistant Tabitha Wisted discussed the importance of a fast, reliable wireless network to support the facility's notification system. "When a resident presses their call button, whether it's because they need a glass of water or if they fell and broke their hip, it goes through the wireless connection and comes to our phones." SpringBrook also uses the departure alert system, which depends on the wireless network to warn the staff when a resident with memory issues tries to wander away from the property.

During the construction of the La Crescent facility, SpringBrook hired DigitalBay LLC, a leading provider of video security equipment, access control technologies, and innovative alarm systems, to design and install the network infrastructure. According to DigitalBay's president, Jay Twite, the company was already working at the time with SpringBrook to fix constant network problems at the Onalaska property.

DigitalBay General Manager Brenton Twite explained that the SpringBrook facility in Onalaska had major issues with its local network. "The WiFi was going down every day," he said. "The local IT company would have to connect in and reset the access points every day. It was a big issue and it's not normal for a company to have to do that."

Solutions and Benefits

Jay had been introduced to Zyxel and the Nebula solution through an industry group that compares best practices among companies the same size or larger than DigitalBay. "I was extremely impressed by their product and capabilities," he said.

Brenton said they replaced the access points at the Onalaska facility with Zyxel Nebula access points.

"It's been night and day compared to the other products we've used in the past," Brenton explained. "Once we installed the Nebula access points, the entire network changed. They had connectivity throughout the building. They no longer had to reset the access points every day. In fact, we haven't had any calls about the WiFi since we installed the Nebula access points."

"Deploying the APs is super seamless and simple," DigitalBay operations manager Alex Twite said. "You simply scan the QR code and then install it. I love the way that Zyxel really has made it quick and easy to deploy the Nebula system."

The Nebula solution, which includes a 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.

According to Brenton, the ability to centrally manage the Nebula solution from their office saves both time and money. "The cloud-based solution enables us to make changes to the network without having to be on-site," he explained. "We love how all of the components seamlessly connect together and how easy it is to add the products into the online cloud. The engineering support that Zyxel provides is unlike the level of support that I've seen from any other company."

"We found Zyxel's Nebula system to be a better complement to our business than the competitors," Jay said. "The price is right and the technical support is great. If we require changes to the equipment, they make them quickly. We like the fact that they offer a lifetime license, which is unusual in the industry. Most companies don't give you a lifetime license, and Zyxel even allows you to transfer the license to the next product you buy. We're concerned about our clients getting a great product at a great price and Zyxel enables us to deliver on that."



Products Used

GS2210 Series • Smart Managed Switch



- Fully managed Layer 2 switching solution
- GbE RJ-45 and GbE SFP connectivity
- Complies with IEEE 802.3af PoE and 802.3at PoE Plus with high 375 W (24/48HP) and 180 W (8HP) power budget
- L2 multicasting, IGMP snooping, MVR, and voice VLAN for convergence
- Enhanced network protection with IP source guard, DHCP snooping, ARP inspection, and CPU protection
- L2, L3, and L4 filtering, MAC freeze, port isolation, and guest VLAN for improved isolation and access control
- Future-proofed with IPv6 support
- Supports ZON Utility and Smart Connect for easier, more efficient setup and management

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



- Supports combined data rates of up to 1.75 Gbps
- Dual-optimized antenna allows pattern optimization adapted to wall- or ceiling-mounted 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 ID design enables it to blend into any modern decor

Nebula Control Center (NCC)



- Responsive web design and intuitive user interface
- Multi-tenant and multi-site view
- 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)

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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