

Club HEAL

Empowering Community Services through Network Transformation with Zyxel Nebula Solution

Customer at a glance



Customer Name
Club HEAL



Industry
Non-profit organization



Organization Size
5 branches



Location
Singapore



Customer Background

Club HEAL is a social service organization dedicated to promoting mental health in Singapore. Its mission is to heal individuals with mental health conditions and help them grow through psycho-education and supportive counseling. Additionally, it conducts outreach programs for both those facing mental health challenges and the broader community.



"Zyxel's robust network solutions have not only enhanced our network management efficiency but have also significantly improved productivity. With Zyxel's technology, we can confidently stay connected with our community and seamlessly share essential resources. We appreciate the high-performance network and fast connection they provide, enabling us to make a greater impact on the lives of those we serve."

Steve Quek
IT Manager, Club HEAL

Summary

Club HEAL strove to enhance its services and activities for the broader community, but its current network infrastructure fell short and needed improvement. They faced difficulties in efficiently managing and troubleshooting network issues. The lack of centralized management and real-time insights hindered the IT staff's ability to promptly address network problems. Additionally, they hoped to achieve enhanced network performance and scalability. Upon consulting with their system integrator, Contfinity, they discovered that Zyxel's Nebula solution perfectly aligns with their requirements. They installed Zyxel's WiFi 6 access points and switches at its branch, Club HEAL BBE, improving network stability and speed. The devices can be centrally managed via the Nebula cloud platform, enabling high network management efficiency and visibility of network activities. The solution enables efficient network management by providing real-time device status, allowing IT staff to promptly identify and resolve network problems. Thanks to the new infrastructure, and services from Contfinity and value-added distributor Go Nimbus, Club HEAL BBE can focus more on serving their community and less on fixing network issues. Zyxel's solution has demonstrated scalability, enabling Club HEAL BBE to meet the evolving needs of their community without the limitations of their previous networking infrastructure. Additionally, they have significantly improved the user experience for both clients and staff. The faster and more stable network has contributed to an enhanced overall experience for everyone involved.

Challenges

- Enhance network management and efficiently troubleshoot issues
- Address network constraints to provide scalability for future growth and enhance adaptability to evolving community requirements

Benefits

- Simplified and hassle-free network management enhances operational efficiency
- Reliable and fast network connections improve user experiences
- High scalability allows for growth and adaptation to the changing needs of the broader community

Products used

- GS1915-24EP Smart Managed PoE Switch
- NWA90AX WiFi 6 Access Point