



Keeping Guests Connected and Secure with Smart Cloud Networking Solution

Overview

The eight-story hotel and resort in Gimhae features 250 rooms and wellness facilities, including swimming pools, a fitness center, and a glamping site. To deliver seamless WiFi and ensure uninterrupted connectivity across public and private areas, the hotel required a robust wireless solution. Zyxel Networks' performance-proven access points were installed throughout banquet halls, public spaces, guest room corridors, and outdoor areas to support high user density and varied traffic demands. Unified SSIDs enabled smooth roaming while QoS ensured fair bandwidth distribution. Cloud-based management simplified operations with real-time monitoring and remote troubleshooting. This comprehensive solution enhanced guest satisfaction and network stability, while streamlining maintenance to create a modern, guest-centric environment.

Challenges

The hotel needed a network setup that could keep guests connected with smooth and uninterrupted WiFi, even while on the move, to enhance overall satisfaction. Reliable coverage was critical from the basement to the second floor, where most of the hotel's convenience and auxiliary facilities are located. It also required the wired network used by kiosks, golf swing training machines, and POS systems to be completely separate from the wireless network to avoid any interference. In the past, incorrect cable connections by guests or staff had caused network-wide outages, so it sought a solution that could prevent such issues from recurring.

Solutions

To prevent network failures caused by incorrect cable connections, managed switches were deployed with advanced features like DHCP Server Guard and Loop Guard. These features instantly detected and blocked misconfigurations, safeguarding the stability of both wired and wireless networks. Besides, wired connections for hotel kiosks, golf machines, and POS systems were separated from the wireless network to avoid interference and ensure smooth operation.

Customer

Gimhae Hotel & Resort

Industry

Hospitality

Location

Gimhae, Korea

Customer Background

The Gimhae Hotel & Resort has 250 rooms on 8 floors above ground and is equipped with various wellness facilities. The hotel offers a range of facilities, including swimming pools, a fitness center, a golf course, and tennis courts. Additionally, it features a glamping site where guests can enjoy outdoor BBQs, allowing them to relax and enjoy leisure activities.



For the banquet halls, which often host events with large numbers of simultaneous users, high-performance WAX610D APs with 4x4 MU-MIMO antennas were deployed to efficiently support users in densely populated spaces. Public spaces, such as the lobby, fitness center, and restaurants, were equipped with WAX510D APs to provide reliable connectivity. Guest room corridors from the third to eighth floors were equipped with NWA90AX APs, ideal for light usage like web browsing and video streaming. Outdoor areas such as glamping sites and swimming pools were covered by IP67-rated WAC6552D-S APs, ensuring reliable connectivity in harsh conditions. To enhance convenience, the hotel unified all WiFi names into a single network, with the cloud platform supporting seamless roaming that automatically connects devices to the nearest access point. This setup ensures uninterrupted WiFi as guests move throughout the hotel.

To ensure fair WiFi access and avoid slowdowns from heavy users, QoS was applied to allocate bandwidth across guests, staff, and VIPs efficiently, creating a balanced, purpose-optimized network. Nebula allows guests to instantly connect to the internet by scanning WiFi QR codes, while also directing them to hotel information and event pages for marketing opportunities.

Product List



- WAX610D/WAX510D/NWA90AX WiFi 6 Access Point
- WAC6552D-S WiFi 5 Outdoor Access Point



- XGS4600-32F L3 Aggregation Fiber Switch
- XGS2220-30F L3 Access Fiber Switch
- GS1920-8HPv2/24v2 Smart Managed Switch
- GS1900-10HP Smart Managed PoE Switch



- USG1100 Firewall

Results

With this comprehensive solution, the hotel ensured seamless connectivity, enhancing both guest satisfaction and operational efficiency. Real-time monitoring, detailed performance insights, and off-peak firmware scheduling empowered managers to address issues proactively. Altogether, the setup strengthened the hotel's reputation as a modern, service-oriented destination.

- Smooth and uninterrupted connectivity across guest rooms, public spaces, and outdoor areas enhanced the overall guest experience
- Cloud-based control and monitoring simplified network management with real-time insights and non-disruptive updates
- Seamless roaming with unified SSIDs allowed guests to stay connected without interruptions while moving through the hotel
- QoS-based bandwidth management ensured performance fairness across different user groups, avoiding slowdowns

