



# Powering a Digital-First Guest Experience via Nebula Cloud Solution

## Overview

Hotel Mayur Simran transformed from a traditional establishment into a modern four-floor hotel with fifty guest rooms. As part of this expansion, the hotel required a reliable and scalable network infrastructure to support its operations and deliver a seamless digital experience to guests. With no existing enterprise-grade network in place, the hotel's objective was to build a secure, high-performance, and easy-to-manage connectivity framework from the ground up. By partnering with IT Infocom and leveraging Zyxel Networks' Nebula solution, the hotel implemented a robust infrastructure comprising over thirty-five network devices, including access points, switches, and a next-generation firewall. The result is a secure, scalable, and high-performance network that meets today's connectivity demands while positioning the hotel for long-term growth, turning connectivity into a key driver of guest experience and operational excellence.

### Customer

Hotel Mayur Simran

### Industry

Hospitality

### Location

Punjab, India

### Partner

IT Infocom

## Challenges

As a newly developed hotel, Hotel Mayur Simran needed to construct a complete network infrastructure from scratch. The main challenge was to ensure seamless WiFi coverage across fifty rooms, corridors, and common areas without any dead zones. At the same time, the new network had to support multiple connected devices per guest while maintaining consistent performance, even during peak occupancy. Ensuring strong security for both guest access and internal operations was equally critical. Additionally, the hotel required a solution that could be easily managed without dedicated IT resources, with centralized visibility and control to simplify ongoing operations.

## Solutions

To address the requirements, Hotel Mayur Simran deployed a fully integrated, cloud-managed networking solution powered by Zyxel Networks' Nebula platform, with implementation support from IT Infocom. At the core of the network, the USG FLEX 200 firewall was installed in the server room, acting as the primary gateway for all network traffic.

## Customer Background

Located on the Grand Trunk Road in Rajpura, Punjab, Mayur Simran Hotel is a key transit and local hub offering modern accommodations and diverse dining. To maintain its reputation for high-quality hospitality and service, the hotel requires reliable infrastructure to support essential guest amenities like seamless connectivity and high-speed WiFi across its well-furnished rooms and on-site restaurant.



**As we expanded into a full-scale hotel, having a reliable and easy-to-manage network was essential for us. With Zyxel Networks' Nebula solution, we now have seamless connectivity across all rooms and areas, along with the confidence of a secure and stable network. It has significantly improved our guest experience and made our daily operations much more efficient.**

**Gunan Kakkar, Director**  
Hotel Mayur Simran

### Solutions

This ensured secure internet access while enabling advanced threat protection and traffic segmentation, separating guest and internal networks for enhanced security and reliability.

The switching infrastructure was built using a combination of four GS1900-24HPv2 and two GS1900-24 switches, offering stable and efficient connectivity across the property. The PoE capability of the GS1900-24HPv2 switches simplified network deployment by powering access points directly, reducing cabling complexity and enabling a cleaner, more scalable setup.

For wireless connectivity, a total of thirty access points, including two NWA50AX and twenty-eight NWA5301-NJ units, were deployed across all fifty rooms, corridors, and the bar area. The access points installed within guest rooms ensured strong, dedicated coverage, while additional units in shared spaces eliminated dead zones and maintained seamless connectivity throughout the hotel. This robust design ensured consistent performance even in high-density usage scenarios.

The entire network was unified through the Nebula solution, providing centralized control, real-time visibility, and simplified network operations. This allowed the hotel team to monitor network performance, troubleshoot issues and manage configurations remotely, greatly reducing the need for on-site technical intervention and improving operational efficiency.

"With Zyxel Networks' Nebula platform, we can design and deploy a network that is not only reliable and secure but also incredibly easy to manage. It gives the hotel both complete visibility and control, while ensuring a seamless connectivity experience for their guests." said Pradeep Chakravarthy from IT Infocom.

### Results

With Zyxel's Nebula-powered network in place, Hotel Mayur Simran launched with a strong, reliable digital backbone from day one. Guests now experience fast, uninterrupted WiFi across all rooms and shared spaces, even during peak usage.

At the same time, centralized cloud management has simplified operations, giving the team real-time visibility and control without added complexity. Built-in security ensures safe access for both guests and internal staff systems, creating a network that is not just connected, but intelligently managed.

- 99% WiFi coverage across all 4 floors with no dead zones
- Up to 40% improvement in network performance efficiency
- Seamless multi-device connectivity for every guest
- Simplified management with faster issue resolution via cloud





## Product List



- NWA50AX WiFi 6 Access Point
- NWA5301-NJ WiFi 4 Access Point



- GS1900-24 Smart Managed Switch with GbE Uplink
- GS1900-24HPv2 Smart Managed PoE Switch with GbE Uplink



- USG FLEX 200 Security Firewall



- Nebula Base Pack License

