



Bringing Modern Connectivity to a Car-Free Mountain Getaway

Overview

The Hotel Drei Berge, nestled in the charming village of Mürren, embraced a fresh chapter with a comprehensive renovation. Alongside upgrading its facilities, the WiFi network was overhauled to meet the needs of today's connected guests and staff. What was once a fragmented and complex system is now a seamless, unified network delivering fast and reliable internet throughout the property. This upgrade ensures guests and employees enjoy stable connectivity in this unique mountain environment.

Challenges

The hotel was operating with three separate internet access points and independent networks, resulting in a fragmented and inefficient setup with limited visibility and control. To streamline performance and simplify management, the network infrastructure needed to be unified and made more visible. Providing reliable WiFi in the outdoor restaurant area was another challenge, as the solution had to blend in with the surroundings without affecting the guest experience. Additionally, the car-free nature of the village complicated logistics for on-site installation and planning. The hotel required a dependable solution that was easy to deploy, manage, and capable of meeting both guest and operational demands.

Solutions

To upgrade the hotel's WiFi network, Comtool GmbH, a Gold Partner of Zyxel Networks with nearly two decades of experience serving small and medium-sized businesses, led the on-site IT implementation. Known for delivering tailored IT infrastructures, ranging from standard packages to customized solutions, Comtool ensured that the installation was carefully aligned with the hotel's specific requirements.

Customer

Hotel Drei Berge

Industry

Hospitality

Location

Mürren, Switzerland

Partner

Comtool GmbH
Studerus AG

Customer Background

Nestled on a cliffside at 1,638 meters in the Bernese Oberland Alps, Mürren is a scenic village with 400 residents. It is one of the most photographed villages in the world, known for its breathtaking views and peaceful atmosphere. Mürren is car-free and accessible only by train or cableway, offering a unique alpine experience. Facing three of Switzerland's four highest mountains—Eiger, Mönch, and Jungfrau—stands Hotel Drei Berge, named after the peaks visible from the guestroom windows.



The deployment featured the Zyxel Networks' WAX510D, a cost-effective yet professional-grade WiFi 6 access point designed for larger wireless LAN environments such as hotels, schools, and SMBs. The GS1920-24HPv2 switches played a key role in resolving the fragmented network setup by consolidating the three separate internet access points and independent networks into a unified, centrally managed system. This simplified the network topology, and improved visibility and control, enabling more efficient management and enhanced performance across the entire property.

Wherever feasible, Comtool prioritized simple and efficient connections to the access points. On-site measurements were conducted throughout accessible areas to fine-tune placement and ensure optimal signal strength. In the outdoor restaurant, a WAX510D access point was installed near the entrance to maximize coverage.

Known for offering wireless surveys across Switzerland, including in areas unreachable by car, Studerus AG plays a key role in professional WLAN planning. These on-site surveys are essential for designing networks that meet modern demands for capacity, data rates, coverage, and seamless roaming. With this level of collaboration and planning, the hotel's new network delivers the robust and reliable connectivity expected in today's hospitality environments.

Product List



- WAX510D WiFi 6 Access Point



- GS1920-24HPv2 Smart Managed PoE Switch

Results

Following the upgrade, the hotel now enjoys fast, stable, and secure internet access throughout its premises, including guest rooms, common areas, and the outdoor restaurant. GS1920-24HPv2 switches and WAX510D access points have established a reliable network backbone for daily operations. Guests benefit from smooth and uninterrupted connectivity, while hotel staff depend on consistent network performance for seamless workflows. Thanks to the professional planning and support from Comtool and Studerus, the access points were optimally placed to ensure full coverage. The upgraded network is now well-equipped to meet the growing demands of the hotel's needs.

- Seamless WiFi coverage across guest rooms, common areas, and the outdoor restaurant
- Reliable, high-performance network supporting both guest use and daily hotel operations
- Simplified network management through centralized control and improved visibility

