



# Delivering Seamless, High-Density Connectivity for JW Marriott Maldives Resort & Spa at Scale

## Overview

JW Marriott Maldives Resort & Spa, one of the most distinguished names in global luxury hospitality, set out to deliver a world-class digital experience not only for its guests but also for its associates. As part of this vision, the resort required a high-performance, scalable network infrastructure across its staff accommodation, which was a critical environment supporting daily operations and workforce efficiency.

Spread across five residential blocks with two floors each, the accommodation presented both scale and structural complexity. Traditional network designs proved insufficient in tackling real-world challenges, particularly in maintaining consistent connectivity within rooms and across outdoor spaces.

In collaboration with the authorized distributor Plexus and the partner Focus Computers Pvt Ltd, the resort implemented Zyxel Networks' cloud-managed networking solution, deploying a high-density architecture of over one hundred access points across indoor and outdoor environments. The objective was clear: to build a resilient, intelligently managed network capable of delivering seamless connectivity, overcoming structural barriers, and supporting a high-demand, always-connected workforce.

The result is a future-ready network that combines performance, reliability, and centralized network control aligned with the standards of a globally recognized hospitality brand.

### Customer

JW Marriott Maldives Resort & Spa

### Industry

Hospitality

### Location

Maldives

### Authorised Distributor

Plexus Distribution Pvt Ltd

### Partner

Focus Computers Pvt Ltd

## Customer Background

Founded by J. Willard and Alice Marriott, and guided by family leadership since 1927, the company has embedded the founding principles into its culture and everything it does today. Offering the most powerful portfolio in the industry, the company's more than 30 leading brands and over 9,700 properties in 143 countries and territories give people more ways to experience, connect, and expand their world.



**Before this project, we had our access points installed in the accommodation corridors. However, because the room walls are made of metal panels, the WiFi signals were weakened heavily, and sometimes the connection would even drop automatically. To ensure a strong and stable internet experience for our Associates, we decided to install individual access points inside each room. For this, we needed a high-quality solution at an affordable price. That is why we selected Zyxel Networks' products for our upgrade.**

**Dilanka Adikari, Senior IT Specialist**  
JW Marriott Maldives Resort & Spa

## Challenges

Designing connectivity for the staff accommodation was both a structural and operational challenge. The initial corridor based access point deployment struggled in the real-world conditions due to metal-panel walls, which weakened WiFi signals significantly. As a result, connectivity inside rooms was inconsistent, with frequent drop-offs and poor wireless user experience. At the same time, the large-scale, multi-floor environment spread across five blocks required a network capable of handling high device density without performance issues. Extending reliable coverage to outdoor areas such as gardens and common spaces added deployment complexity. Managing a large number of access points across multiple buildings also demanded a solution that could offer centralized visibility and simplified control. The challenge was clear: move beyond basic coverage to a network designed for consistent, real-world performance at scale.

## Solutions

To solve a problem rooted in both structure and scale, JW Marriott Maldives Resort & Spa partnered with Zyxel Networks, along with Plexus and Focus Computers Pvt Ltd, to take a design-first approach rethinking the network as a precision-engineered system built for a challenging environment.

Instead of forcing coverage through structural limitations, the solution was designed to work with the environment, ensuring reliable connectivity exactly where it matters most.

At the foundation of this deployment, eight GS1920-24HPv2

switches were installed across each accommodation block, creating a stable and high-capacity backbone for the entire network. With PoE capabilities, these switches enabled seamless powering of a large number of access points, significantly simplifying installation while supporting a dense, scalable deployment. The access points' reliability and ease of management made them ideal for a multi-building setup where consistency is critical.

The biggest transformation came in the wireless strategy. To overcome signal degradation caused by metal panel walls, the network shifted from a corridor-based approach to a room-centric design. Around ninety-five NWA90AX PRO access points were deployed to deliver direct, consistent performance coverage inside each room. Built on WiFi 6 technology, these access points are optimized for high density environments, ensuring stable connections even when multiple devices are in use. Their ability to deliver strong, consistent signals made them the perfect fit for overcoming structural interference while maintaining high performance standards.

Extending connectivity beyond indoor spaces, around seven NWA55AXE outdoor access points were deployed across gardens and common seating areas. Designed specifically for outdoor environments, these access points provide robust and weather-resistant performance while maintaining seamless connectivity across open spaces. This ensured that associates experienced the same level of network reliability, whether indoors or outdoors.



**Additionally, the Zyxel Nebula cloud networking solution has made managing all access points, switches, and their configurations extremely easy. It has simplified our operations and improved the overall network reliability.**

**Dilanka Adikari, Senior IT Specialist**  
JW Marriott Maldives Resort & Spa

What truly elevated the deployment was the integration of the Nebula cloud management platform, which unified all network components into a single, intelligent system. With the Nebula Pro Pack License, the IT team gained access to advanced cloud capabilities, including Zero-Touch Provisioning, enabling fast and consistent deployment through the Nebula Control Center. The system also provides **Wireless Health** monitoring, client statistics, and automatic radio optimization to maintain consistent WiFi performance, enabling proactive issue detection and simplified network management. The result is a network that is scalable, reliable, and intelligently managed across all accommodation blocks.

### Results

Associates now experience reliable, high-speed WiFi within their rooms as well as across outdoor areas, eliminating previous connectivity gaps. The network performs consistently even under high usage, while centralized cloud management has significantly simplified operations and improved overall efficiency.

- Seamless indoor and outdoor WiFi experience across all living areas
- Centralized cloud management for real-time monitoring and control
- Scalable, high-density network supporting large-scale deployment

### Product List



- NWA90AX PRO WiFi 6 Access Point
- NWA55AXE WiFi 6 Outdoor Access Point



- GS1920-24HPv2 Smart Managed PoE Switch



- Nebula Pro Pack License

