

Katinat Saigon Kafe

Nebula Multi-site Management Gives Vietnam Cafe Chain a Better Network for Less Work

Customer at a glance



Customer Name
Katinat Saigon Kafe



Industry
Hospitality



Location
Southern Vietnam



Customer Background

Katinat Saigon Kafe is one of southern Vietnam's largest coffee chains. Each of its 45 locations offers a unique customer experience with an impressive design space and delightful drinks.



KATINAT

"Nebula is saving loads of time for our IT staff, who used to have to make on-site visits to deploy and manage the network. Now they can do it all from the intuitive and automated network management interface. This is especially crucial for us in a city like Ho Chi Minh with severe traffic congestion."

Út Nguyễn Quang
Technical Director, vTech Solution JSC

Summary

Already with dozens of locations, Katinat Saigon Kafe wanted to elevate its business by treating customers to high-speed WiFi while also having all its stores' networks be centrally managed. And as a quick-growing business, it needed a quick-to-install solution that was also easily scalable. Its SI partner vTech Solution JSC recommended Zyxel's Nebula solution thanks to its configuration template, which helps keep multiple sites automatically synced. Simply apply changes to the master template and it will roll out to all sites, making management a breeze. To ensure high-speed internet, Zyxel's WiFi 6 APs were chosen. Tailored to small businesses, the APs had proven successful even in congested environments, with the company also citing their competitive price-to-performance ratio. Supporting the latest WPA3 Personal standard, the APs feature strong encryption that protects networks without complicated configurations. And the icing on the cake: the APs allow simple installation and configuration with no expertise necessary, saving time and effort. The flexibility and straightforward deployment of the Nebula ecosystem is ideal for multi-branch shops, and Katinat's experience highlights this. The project has significantly reduced the IT staff's workload, making costly and repetitive on-site visits for management and maintenance a thing of the past while giving customers the fast WiFi they crave.

Challenges

- Ensure stable WiFi to meet customers' expectation of always-on connectivity
- The branches' networks were not centrally managed, making it difficult to manage the whole networks and fix network issues immediately
- The existing infrastructure was not scalable for deployment in new stores

Benefits

- WiFi 6 APs ensure fast and secure wireless connectivity for both customers and staff with appropriate security policy
- Centralized and user-friendly multi-site network deployment and management lightens the load for IT staff
- Flexible cloud networking solution enables easy expansion in the future

Products used

- NWA90AX WiFi 6 Access Point