Kings' Valley Medical & Spa Hotel

Zyxel Helps Iconic Bulgarian Hotel Deliver Top-notch Wireless and Customer Services

Customer at a glance

Customer Name
Kings' Valley Medical & Spa Hotel

Industry
Hospitality

Organization Size
40,000 m², 266 rooms, 240 employees

Location
Kazanlak, Bulgaria

Customer Background

Overlooking the majestic mountains of Stara Planina and Sredna Gora, close to the Shipka passage and the monument, the Kings' Valley Medical & Spa Hotel is the perfect Bulgarian getaway. Featuring 266 rooms and suites with stunning mountain views, remarkable spa and wellness center, unique medical center with world-class equipment and therapies, the hotel holds allure for tourists with its own private spa and entertainment facilities as well as stylish designs.

"We wanted to build our network infrastructure by incorporating the latest technology. The results speak for themselves – the new network is fast, reliable, and easy to manage – and we're very grateful to Radonik, VIP Telecom and Zyxel for their great support and solutions."

Vladimir Karafizov
IT Manager
Kings' Valley Medical & Spa Hotel

Summary

Kings' Valley Medical & Spa Hotel is a spectacular and iconic hotel in Rose Valley, Bulgaria. The hotel set the bar high for its wireless network since WiFi availability is key to guest satisfaction. It's necessary to design a high-quality network from scratch in all indoor and outdoor areas. The hotel turned to their SI partners, Radonik and VIP Telecom to find a reliable solution specifically designed for hotels. VIP Telecom designed an architecture, and advised to use Zyxel's solutions which can offer secure, seamless connectivity for not only guests' mobile devices, but also the VoIP telephony system and on-demand television services in the guestrooms, conference rooms, and even outdoors. Zyxel's products are installed in all 266 rooms, 11 multifunctional meeting rooms as well as indoor and outdoor entertainment areas and pools. To avoid the WiFi interference due to the building materials and structure like thick walls, NWA1123ACv3 access points, powered by XGS1930 series switches, were used to deliver reliable connections to every corner of the hotel, and optimized wireless experiences. The XS3800-28 switch was acted as a core switch to aggregate them, constructing the low latency and high-density 10G backbone architectures. ATP800 firewalls were deployed to protect the infrastructure, delivering unparalleled AI-powered security performance and threat intelligence along with full visibility. After the deployment, the hotel is very pleased with this high-quality WiFi network from Zyxel, and plans to deploy similar systems at their hotels in the future.

Challenges

- Ensure high-speed WiFi and full coverage in all indoor and outdoor areas
- Avoid WiFi interference due to the building structure and deliver excellent connectivity for a true triple-play experience
- Manage the large number of devices with a complete overview of the network status from a single point

Benefits

- Great guest experience through excellent WiFi service and seamless connectivity
- Nebula cloud-based network management enables the entire network to be managed from a single interface anytime, anywhere

Products used

- NWA1123ACv3 802.11ac Access Point
- XGS1930-28HP/52HP Smart Managed PoE Switch
- XS3800-28 L3 Aggregation Switch