# Powering Agriculture and Horticulture Industries with Smart Cloud Solution

## Overview

Koene IT serves companies in the agricultural and horticultural sectors, which often have limited IT expertise and require customized support. These businesses face unique challenges: many are located in rural areas with poor internet connections over long distances, making the full-site WiFi coverage difficult, while network equipment must operate reliably in harsh environments such as hot and humid greenhouses.

Patrick Koene, owner of Koene IT, has partnered with Zyxel Networks for years because of Zyxel's wide range of high-quality products designed for the demanding conditions. Zyxel provides robust outdoor wireless solutions with long ranges, ideal for large areas, and switches that withstand extreme temperatures and humidity, enabling Koene IT to deliver cost-effective, tailored solutions. The Nebula cloud platform further simplifies management, allowing Patrick to detect and resolve network issues remotely, often before the customer notices a problem, saving time and travel.

Local customer service from Zyxel is another key factor in Koene IT's success. The sales team works closely with Koene IT to identify the best solutions, and defective products can be replaced immediately, preventing long outages and ensuring high customer satisfaction.

## Challenges

Agriculture and horticulture sites demand WiFi coverage across long distances, especially in extensive greenhouses where connectivity is difficult to maintain. The equipment must continue operating reliably under challenging conditions such as intense heat and high humidity.

At the same time, many customers in these sectors have limited IT expertise, so the systems need to be simple to manage. They also require minimal maintenance while still ensuring reliable updates and strong security to keep operations running smoothly.

**Customer**
Koene IT

**Industry**
IT service

**Location**
De Lier, Netherlands

### Customer Background

Founded in 2011 by Patrick Koene, Koene IT specializes in designing and maintaining network systems, primarily for the agricultural and horticultural sectors in the De Lier region. The company understands the unique IT challenges of this industry, including delivering reliable WiFi coverage across long distances and remote locations.

## Solutions

Zyxel Networks' robust wireless products are designed to withstand the demanding conditions of the agricultural and horticultural sector. The durable products ensure reliable performance even in environments exposed to humidity, heat, and other external challenges.

Zyxel Networks' wide product range enables Koene IT to provide cost-efficient and tailor-made solutions that address the specific needs of each customer. This flexibility allows clients to receive the most suitable setup without breaking the bank.

The Nebula cloud networking platform further strengthens these advantages by simplifying the management of multiple customer systems. It ensures quick responses and rapid resolution in the event of malfunctions, helping businesses maintain continuity with minimal disruption.

In addition, Zyxel's local sales and customer service teams play a vital role by offering proactive support and immediate assistance. This reduces downtime for end customers and provides them with peace of mind.

## Results

The close collaboration between Zyxel Networks and Koene IT delivers real value to customers by blending technical expertise with practical field insights. By leveraging durable hardware, a broad product range, quick technical support, and advanced cloud networking management, Koene IT delivers reliable, tailored solutions with highly responsive, customer-focused services. This partnership also reduces downtime, simplifies network management, and ensures fast, expert support.

- Reliable connectivity even in extreme greenhouse conditions
- Cost-effective, customized solutions for every customer
- Proactive network monitoring via the Nebula cloud platform
- Fast local support and replacement service to minimize downtime

## Product List

- Nebula FWA710 5G NR Outdoor Router

- Nebula Cloud Networking Solution