Lady Hill Sapa Resort

Delivering Top-tier Network Security and Connectivity to Vietnam's Five-Star Resort

Customer at a glance

Customer Name
Lady Hill Sapa Resort

Industry
Hospitality

Organization Size
155 rooms, 22 hectares

Location
Sapa, Lào Cai, Vietnam

Customer Background

Nestled in the tranquil mountainous town of northwestern Vietnam, Lady Hill Sapa Resort offers magnificent views across 22 hectares of lush greenery and unparalleled experiences for its guests. Featuring 155 luxurious rooms, a romantic infinity pool, and a sky lounge for relaxation amidst the clouds, this five-star hotel is also a renowned event venue with Sapa's largest conference center accommodating up to 500 guests.

lady hill
sapa resort

"By managing devices in the cloud environment, we've effortlessly configured switches and access points to accommodate various areas within the hotel. This has allowed us to meet the specific needs of different hotel zones while also meeting cybersecurity requirements."

Pham Ly Huu Tri, IT Manager
Lady Hill Sapa Resort

Summary

Lady Hill Sapa Resort maintains high standards in its hotel operations, recognizing the critical role of WiFi in guest satisfaction. When the hotel discovered Zyxel's Nebula solution, renowned for its user-friendly interface and effective network management, choosing it was a natural decision. Nebula's cloud-based system empowers IT staff to optimize connections and quickly resolve issues in real time, enhancing the overall guest experience. The USG FLEX 700 firewall, boasting robust cybersecurity and routing capabilities, was deployed to integrate with core and edge switches, offering centralized cloud-based management. Armed with advanced anti-malware technology and multi-layer threat defense, it provides precise control over application usage and web access. This comprehensive approach extends security to access points with automated responses. Lady Hill Sapa Resort's network relies on Zyxel's XS3800-28 core switches, linked to XGS1930-28HP PoE switches that power access points with high-speed connectivity, and connected to GS1920-24HPv2 switches to ensure reliable surveillance camera connectivity. By deploying NWA210AX WiFi 6 APs in hallways, NWA1123ACv3 APs in guestrooms, and WAC6553D-E APs outdoors, the hotel has achieved seamless wireless connectivity throughout the hotel. The new network effortlessly supports hundreds or even a thousand concurrent users, ensuring uninterrupted connectivity across the premises. Zyxel's Nebula solution ensures uninterrupted connectivity for guests, no matter whether they are in guestrooms, halls, pools, or at large events, guaranteeing a memorable stay.

Challenges

• Create a reliable and user-friendly network to accommodate high-density and fast wireless connections
• Ensure cybersecurity protection without compromising network performance

Benefits

• Seamless and secure network connectivity throughout the resort
• Efficient network management for quick issue resolution and easy maintenance

Products used

• USG FLEX 700 Firewall
• XS3800-28 L3 Aggregation Switch
• GS1920-24HPv2 Smart Managed PoE Switch
• XGS1930-28HP Lite-L3 Smart Managed PoE Switch

• NWA210AX 802.11ax AP
• NWA1123ACv3 802.11ac AP
• WAC6553D-E 802.11ac Outdoor AP