



Enhancing Customer WiFi Experience in Korean Restaurant and Cafe

Overview

Lotteria fast food restaurant and Pascucci cafe are located in a large bookstore. To ensure a great visiting experience for all customers, the bookstore provides WiFi, allowing everyone to use wireless internet. In environments with heavy WiFi use, like a franchise store, a typical router may result in disconnections due to the large number of users.

After consultation and on-site inspection, Zyxel Networks' solutions and LG U+ WiFi Office were deployed to build a wireless network easily and quickly, offering real-time monitoring and maintenance.

Challenges

When considering WiFi, many people associate it with routers. In places like franchise stores where numerous users rely on wireless networks, routers may struggle to maintain WiFi connections due to heavy user traffic. Additionally, the presence of kiosks, where customers place their orders upon entry, creates longer queues and larger crowds. These factors highlight the challenge of providing uninterrupted and smooth network connectivity, which has become essential in such busy environments.

Solutions

In a large store initially without WiFi, NWA90AX access points were strategically installed on the ceiling to ensure optimal signal transmission. Additionally, the GS1200-5HP v2 switch was mounted on the ceiling, providing power to the access points. The USG FLEX 100 firewall served as the AP controller, assigning IP addresses to the access points.

To minimize interruptions in WiFi connectivity, particularly during ordering, an NWA90AX access point was positioned near the kiosk to address potential issues arising from excessive user traffic.

Customer

Lotteria and Pascucci

Industry

Hospitality

Location

Seoul, Korea

Customer Background

The newly opened Lotteria fast food restaurant and Pascucci cafe are situated within a large bookstore in Jonggak. Their unique location sets them apart from other stores, as they are integrated into the bookstore itself.



Furthermore, WiFi Quality of Service (QoS) settings were implemented to ensure fair and equitable use of WiFi for all users. An additional access point was installed in the central public area of the store, catering to visitors enjoying food or coffee in various locations.

The integration of the WiFi SSID facilitated seamless roaming between access points, enabling customers to move freely from the fast-food restaurant to the cafe while maintaining uninterrupted WiFi connectivity throughout the store. Users no longer need to reconnect to WiFi when moving around the store manually; instead, they automatically connect to the nearest access point, ensuring continuous WiFi usage. Additionally, Zyxel Networks' networking solution streamlines internet connectivity by allowing users to automatically connect to the store WiFi via a QR code, eliminating the need for manual entry of WiFi credentials.

Product List



- NWA90AX WiFi 6 Access Point



- GS1200-5HP v2 Web Managed PoE Gigabit Switch



- USG FLEX 100 Firewall

Results

The new network ensures seamless WiFi connectivity, greatly enhancing the customer experience at Lotteria and Pascucci. Users benefit from uninterrupted internet access, even during peak times. With streamlined network management, including real-time monitoring and efficient maintenance, restaurant and cafe customers enjoy reliable and hassle-free WiFi.

- Seamless WiFi connectivity across the entire store and effortless WiFi user experiences
- Streamlined network management with real-time monitoring and efficient maintenance

