



Strengthening Guest Experience and Secure Operations at 5-Star Hotel

Overview

When Noura Hotel opened its doors in Dera Bassi, Chandigarh, the management understood that luxury alone would not set them apart. Spread across a sprawling 400m by 200m property, the hotel needed to meet the expectations of modern guests who demand more than elegant interiors and premium service; they expect seamless, high-speed connectivity at every step of their stay. From video calls in guest rooms to live-streamed weddings in banquet halls, and from online check-ins at the front desk to secure billing systems running in the background, digital performance had to be flawless. The leadership recognized that what they needed went beyond simple WiFi; it required a secure, scalable network backbone that can support both guest experiences and mission-critical operations. To achieve this, Zyxel Networks, in collaboration with its trusted local partner IT Infocom, designed and delivered a future-ready digital infrastructure.

Challenges

Delivering connectivity across such a vast property presented significant hurdles. Covering an area of 400m by 200m, the hotel required consistent WiFi coverage that could penetrate thick walls, extend across long corridors, and support high-density use in banquet spaces. Events such as weddings or conferences placed a huge demand on the network, requiring it to support hundreds of simultaneous connections without lag. On top of this, sensitive billing and reservation systems had to be isolated on a dedicated and secure backbone. Any downtime or data vulnerability could erode guest trust and operational efficiency. The solution also had to remain cost-effective while simplifying management for a small IT team.

Solutions

Zyxel Networks, with the expertise of its partner IT Infocom, carefully mapped out the property and designed a solution that left nothing to chance. At the core, the XGS2220-30F switch delivered high-capacity data transmission with VLAN segmentation to isolate sensitive billing and operational data from guest traffic.

Customer

Noura The Palace

Industry

Hospitality

Location

Chandigarh, India

Partner

IT Infocom

Customer Background

Noura Hotel stands as one of the region's premier destinations for both leisure and business travelers. With luxurious rooms, expansive banquet facilities, and world-class services, the hotel positions itself as a benchmark of modern hospitality. In the digital-first era today, management recognizes that seamless connectivity is as vital to guest satisfaction as fine dining or comfort, and also crucial for backend efficiency.



Deploying a network for Noura Hotel was both a challenge and an opportunity. With Zyxel Networks' high-capacity switches and reliable wireless access points, we built a network that not only enhanced guest connectivity but also secured the hotel's most critical operations. The collaboration delivered a solution that will serve the hotel's digital needs for years to come."

Pradeep Chakravarty
IT Infocom

GS1920-24v2 and GS1900-24v2 switches supported the backbone, ensuring uninterrupted connectivity for the core hotel systems and administrative offices. To streamline deployment and power devices like access points and smart TVs, GS1920-8HPv2 PoE switches combined efficiency and reliability in a single design.

For the guest-facing experience, NAP102 access points were strategically deployed across rooms, corridors, and banquet spaces. The compact yet powerful APs provided dual-band performance with smooth roaming capabilities, allowing guests to move freely across the property without losing connection. Whether the guests were attending a conference with hundreds of devices online or families were streaming entertainment in their rooms, the APs ensured stable, high-performance coverage. Built-in WPA3 encryption added an extra layer of protection, safeguarding both guest data and hotel systems.

Managing such a large deployment became effortless with the Zyxel Nebula solution. From a single dashboard, the hotel's IT team could monitor performance, push updates, and resolve issues in real time. This centralized control reduced troubleshooting time significantly, freeing up resources to focus on enhancing guest services rather than managing network complexities.

Product List



- NAP102 Nebula Cloud Managed Access Point



- GS1900-24 Smart Managed Switch
- GS1920-24v2 Smart Managed Switch
- GS1920-8HPv2 Smart Managed PoE Switch
- XGS2220-30F L3 Access Switch

Results

The transformation was immediate and visible. Guests now enjoy WiFi coverage throughout the hotel, ensuring uninterrupted connectivity for both leisure and business needs. Banquet halls that once struggled with heavy traffic can now support hundreds of simultaneous users without a hitch. On the operational side, billing and reservations now run on a secure, dedicated VLAN backbone, ensuring zero disruptions and maximum reliability.

- Seamless WiFi coverage across the entire 400m x 200m property
- Over 70% improvement in stability and device performance during peak events
- 60% reduction in IT workload through Nebula's centralized management via the cloud
- Robust, segmented backbone ensuring uninterrupted and secure billing operations
- Scalable infrastructure ready for future expansion and digital applications

