



Ensuring Better Hotel WiFi Experience and Effortless Network Management

Overview

Recognizing that a well-stocked minibar, a comfortable bed, and fast, reliable WiFi are among the top desires of hotel guests, the Panorama Resort & Spa prioritized upgrading its wireless network. The resort sought to replace its existing WiFi system with a more advanced solution, aiming to manage the network internally without relying on a service provider. To achieve this, the resort partnered with zurichnetgroup AG, a leading ICT service provider for SMBs. With its deep industry expertise and focus on personalized service, zurichnetgroup AG implemented a tailored solution, including Zyxel Networks' wireless solution and cloud-based network management. This collaboration resulted in a high-performance, secure network that enhances the guest experience and simplifies network management for the resort's IT team.

Challenges

Ensuring the WiFi network was modern and leveraging the latest technology to provide reliable, high-speed connectivity for current user demands was crucial. The resort needed to meet these objectives to provide top-tier WiFi services that aligned with its premium standards. One key challenge was choosing a management platform that hotel staff could easily operate for future adjustments. It was also critical to ensure the platform was user-friendly for staff to make changes independently. The implementation also posed a significant challenge, as the old network needed to remain operational while the new WiFi 6 system was being deployed, requiring seamless integration.

Solutions

Zyxel's Nebula solution was selected for its intuitive interface, allowing staff to configure, and monitor network hardware remotely via browser or app, even in complex networks. When an access point fails, the IT staff is instantly notified through a smartphone message before the guest notices the issue.

Customer

Panorama Resort & Spa

Industry

Hospitality

Location

Feusisberg, Switzerland

Partner

zurichnetgroup AG

Customer Background

The Panorama Resort & Spa, located in Feusisberg, Switzerland, is a premier destination offering guests a unique environment to unwind, relax, and indulge. The resort boasts a top-tier spa and thermal area spanning 2,000 square meters, featuring seven saunas and steam baths. Additionally, it houses two elegant restaurants, a stylish lounge, and luxurious rooms and suites, all designed to provide unforgettable experiences in an exclusive setting.



Solutions

For reliable and high-speed wireless connectivity across the resort, fifty-two WAX510D WiFi 6 access points were deployed, delivering fast and stable coverage. To support high-density environments, five WAX650S WiFi 6 access points were installed, ensuring optimal performance even with numerous simultaneous connections. Outdoor connectivity was also a priority, particularly for events and leisure areas. Two WAC6552D-S access points were placed to provide seamless wireless coverage for outdoor gatherings, ensuring guests enjoy uninterrupted service.

To enhance security and ensure the network remains protected against cyber threats, the resort implemented the USG1900 firewall. This all-in-one security solution offers comprehensive threat protection, even at high bandwidths, while integrating a WLAN controller to simplify network management.

The network infrastructure was reinforced with four XGS1930-28HP smart-managed switches, featuring 10G uplinks for a future-ready setup. These switches provide robust connectivity, ensuring smooth data transmission across all connected devices.

Product List



- WAX650S/WAX510D WiFi 6 Access Point
- WAC6552D-S WiFi 5 Outdoor Access Point



- XGS1930-28HP Lite-L3 Smart Managed PoE Switch



- USG1900 Firewall

Results

With this advanced solution, Panorama Resort & Spa now provides guests with a reliable and secure WiFi experience, enhancing their stay by enabling seamless email checking, social media sharing, and content streaming. Additionally, Zyxel Networks' Nebula platform enabled the resort's IT team to efficiently monitor and manage access points, switches, and firewalls with minimal effort. This upgrade surpasses the expectations of guests and resort management, strengthening Panorama Resort & Spa's reputation as a premier destination.

- Reliable WiFi with fast and stable connectivity across all resort areas
- Simplified and efficient network management for the IT staff via the cloud network management
- Improved network security with comprehensive threat protection

