



Building a Reliable, Interconnected, High-Performance Network to Power 24/7 Premium Travel Services

Overview

Private Best Travel is a premium tour operator serving Athens and Mykonos. The company needed a reliable network connecting its headquarters in Glyfada, its operational office and Athens fleet base at the Four Seasons Hotel, and its newer office and fleet base in Mykonos. Before the new network was deployed, Best Travel experienced connection delays, service interruptions, and reliability issues that affected access to business applications and resulted in lost productivity. It aimed to create a reliable, secure, and scalable network that would connect the company's operations, reduce disruptions, enable remote working, and support future expansion.

To solve the issues, CDS Information Technologies deployed a secure, cloud-managed Zyxel Networks' solution across three locations. The solution offers high-speed WiFi, site-to-site VPN connectivity, primary 5G internet access, secure remote access, and centralized management through the Nebula solution.

Challenges

The company's headquarters in Glyfada and its operations office at the Four Seasons Hotel are separate locations without a secure network connection. Employees at the Four Seasons office could not reliably access central servers and shared company resources. The lack of secure remote access was another limitation. Employees covering evening and night shifts had to work on-site, even when they could have worked remotely. Best Travel relies on fleet and route management applications for daily operations, including route assignment, driver dispatch, real-time updates, incident alerts, and live fleet tracking. The applications require fast, reliable communication between offices, central servers, employees, and drivers. The company also needed a network capable of supporting a unified VoIP PBX across its locations.

Customer

Private Best Travel

Industry

Tourism and Private Transportation

Location

Athens and Mykonos, Greece

Partner

CDS Information Technologies

Organization Size

3 sites

Customer Background

Private Best Travel is a licensed Greek tour operator specializing in premium private tours and transportation services in Athens and Mykonos. With over 40 years of tourism experience, it tailors every tour to each guest's needs, offering reliable, seamless, and memorable travel experiences from arrival to the final destination. Its experienced, English-speaking chauffeurs provide extensive local knowledge, supported by a fleet of more than 55 high-end vehicles.



The new Zyxel network has transformed the way our teams work across Athens and Mykonos. We have reliable access to our central systems, faster communication between locations, and the flexibility to support night shifts remotely. With secure connectivity and centralized management through Nebula, our team can focus on providing the responsive and high-quality service our customers expect, 24/7."

Elena Dalitsika, CEO
Private Best Travel

Solutions

At the Glyfada headquarters, Zyxel Networks' USG FLEX 100HP firewall was deployed to provide network security, site-to-site VPN connectivity, and secure OpenVPN access for remote employees. Two GS1920-24HPv2 switches support the wired infrastructure, while an NWA50BE PRO access point delivers fast wireless connectivity for employees and mobile devices.

The operational bases at the Four Seasons Hotel and in Mykonos were equipped with a GS1920-8HPv2 switch, NWA50BE PRO access point, and USG FLEX 50 firewall. Nebula FWA70 mobile routers were adopted to provide the primary 5G Internet connection at both locations.

Secure VPN connections link the remote sites with the Glyfada headquarters, giving authorized users reliable and fast access to central servers and critical business applications. The unified infrastructure also supports a common VoIP PBX, improving communication between the company's locations.

Employees covering evening and night shifts can now securely connect from home via OpenVPN. This allows Best Travel to maintain its 24/7 service model without requiring employees to be physically present at the office for every shift.

At a Best Travel location, drivers can use the company's mobile application to receive real-time route information. Secure remote connectivity supports access to the required systems while users are away from the office.



All firewalls, switches, access points, and 5G routers are centrally monitored and managed through the Zyxel Nebula cloud platform. This gives CDS Information Technologies a unified view of the network, enabling more efficient remote configuration, troubleshooting, and management across all three sites. The scalability of the design was demonstrated when Best Travel opened its Mykonos operation. The new site was seamlessly added to the existing VPN and Nebula-managed infrastructure without requiring a separate network management platform.



Zyxel's Nebula solution allows us to monitor and manage Best Travel's entire network across all three locations through a single, intuitive platform. It makes remote administration simple and efficient, enabling us to identify issues quickly, apply changes without traveling on-site, and provide faster, more consistent support, even for the remote operation in Mykonos."

Karagiannis Vissarion, Network Engineer

CDS Information Technologies

Results

The new Zyxel infrastructure has provided Best Travel with a reliable and unified network supporting operations across Athens and Mykonos.

Secure site-to-site VPN connectivity enables employees across all three locations to access central resources and applications. Faster and more stable connections reduce interruptions and productivity losses previously caused by network delays. The company can now support remote evening and night shifts through secure OpenVPN access, improving operational flexibility while maintaining secure access to business systems.

Reliable WiFi allows employees and drivers to use mobile applications efficiently, enabling faster route assignments, real-time driver updates, and improved communication with the operations office.

Centralized management through Zyxel Nebula simplifies network administration and enables remote visibility and troubleshooting, including for the company's remote operation in Mykonos.

- Securely connected three locations with shared access to central servers, applications, and a unified VoIP PBX
- Secure work-from-home access for evening and night shifts
- Fast, reliable WiFi supporting employees and drivers using mobile applications
- Simplified monitoring and remote support with the Nebula secure cloud networking solution

Product List



- NWA50BE PRO WiFi 7 Access Point



- GS1920-24HPv2 Smart Managed PoE Switch
- GS1920-8HPv2 Smart Managed PoE Switch



- USG FLEX 50 Firewall
- USG FLEX 100HP Firewall



- Nebula FWA70 5G Outdoor/Indoor Router



- Nebula Pro Pack License
- Gold Security Pack License