



Success Story

Mega Mall Expands Wireless Retail Experience with Zyxel Solution



Shopping
Mall



El Rosal
Shopping
Center



Spain



Zyxel
Wireless
Solution

Overview

Challenges

- Replace out outdated network with a modern, fully customizable wireless solution
- The solution vendor must have a local support team
- The new network solution must be able to grow with the mall and evolve to meet future challenges

Benefits

- Solution provides secure and stable service for mall visitors throughout the building
- Firewall allows for captive portal
- PoE switches reduce need for wiring and cables
- Solution is expandable and upgradable to evolve with future demands
- Solution provides roaming control to track users throughout the mall

Solution

- Zyxel wireless solution

“Zyxel is a brand we know of and their products and solutions are always preferred. By the end of the project, we can see that we have selected the right solution. We received the right support to have the network secured and working the same day”

Gabriel Alonso,
IT Manager, PSP Informática

Background

The El Rosal Shopping Center opened its doors to the public in 2007. Run by retail management group Gentalia, the shopping center offers the widest range of commercial and leisure activities in the province of León, Spain. The mall boasts a gross leasable area (GLA) of 50,730 m², housing total of 120 shops, seven cinemas, a restaurant and an entertainment area, all of which remain open 365 days a year. The shopping and entertainment center provides free parking to guests with room for 2,500 cars.

The mall counts among its tenants a Carrefour hypermarket and a gas station, as well as outlets for numerous well-known fashion brands; sports retailers, household equipment and DIY retailers; and various services including a 24-hour pharmacy, car workshop, post office, and medical examination center.

Challenges

Though the mall had offered wireless connectivity to both management and guests early on, the legacy network was not equipped to handle the modern bandwidth and security demands that were now being placed on it. More visitors than ever carried connected devices that they used for a range of services within the mall environment—messaging, accessing shopping information and

coupons, booking movie tickets, taking advantage of customer loyalty apps, etc. A captive portal would allow the mall to identify and track customers to secure an ideal visitor experience for everyone. Gentalia also needed to provide wireless connectivity for their own staff and management team, secure and separate from the guest network.

Solutions and Benefits

The mall upgraded to modern Fifty-two WAC6103D-I 802.11ac Dual Radio access points throughout its buildings, allowing easy access to the network from anywhere in the shopping center. A USG1100 Unified Security Gateway firewall provided secure captive portal connectivity, protecting both the customers personal data and the network.

The GS1920 24-Port gigabit smart managed PoE switches reduced the need for electrical wiring and connection cables, while simplifying maintenance and preserving the

building's modern design.

Visitors are assigned a single wireless network name, which can connect at any access point thanks to roaming control provided by the NXC2500 wireless LAN controller. Once connected, visitors can be tracked by management thanks to the firewall and controller. Roaming control is key feature for devices used on the go around the mall. Centralized management features allow connection speed, and bandwidth to be monitored and managed for the best possible user experience.

Products Used

USG1100 • Unified Security Gateway



- UTM Firewall for medium- and large-sized businesses and campuses
- Anti-malware protection with Anti-Virus, Anti-Spam, Content Filtering 2.0, IDP, and Application Protocol
- Patrol and SSL inspection
- Robust SSL, IPSec, and L2TP over IPSec VPN connectivity and VPN High Availability (HA)
- Unified security policy
- Device HA Pro ensures smart handover
- Hotspot management supported

NXC2500 • Wireless LAN Controller



- Auto provisioning and centralized management of up to 64* APs
- ZyXel Wireless Optimizer for easily planning, deployment, and maintenance
- Advanced ZyMesh technology for simplified AP deployment and WLAN extension
- Enhanced RF management with auto healing
- Flexible traffic forwarding with tunnel and distributed modes
- Comprehensive guest network management and granular access control

*Management of 64 APs is supported with firmware version V4.10 and above

GS1920-24HP • 24-Port Gigabit Smart Managed PoE Switch



- Easy-to-manage rich L2 features with user-friendly browser-based management GUI
- Supports PoE+ standard to offer 30 W per port and a high PoE power budget of 375 W
- Smart fan design ensures silent operation in both desktop and rack-mounted environments
- Supports ZON Utility and Smart Connect to simplify network management and maintenance

WAC6103D-I • 802.11ac Dual-Radio Dual-Optimized Antenna 3x3 Access Point



- Dual-optimized antenna allows pattern optimization adapting to wall- or ceiling-mounted installation
- 3x3 802.11ac supports combined data rates of up to 1.75 Gbps
- Load balancing for both standalone and managed modes
- Dual-image support for reliable WiFi connectivity
- Zyxel ONE Network for standalone AP management

About Zyxel Communications

Focused on innovation and customer-centricity, Zyxel Communications has been connecting people to the Internet for nearly 30 years. Our ability to adapt and innovate with networking technology places us at the forefront of creating connectivity for telcos and service providers, business and home users. Zyxel is building the networks of tomorrow, unlocking potential, and meeting the needs of the modern workplace — powering people at work, life, and play. Zyxel, Your Networking Ally.

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