Success Story

Let the Selfie Uploads Flow: Zyxel WiFi Wave Hits Italian Lakeside Hotel

INDUSTRY — Hospitality

CUSTOMER — Garda Hotel Forte Charme

COUNTRY — Italy

SOLUTIONS — Zyxel Nebula Solution

Overview

Challenges

- Integrate new WiFi infrastructure into the existing network
- Deliver a convenience-minded solution requiring little to no management by hotel staff

Solution

- Zyxel Nebula Solution

Benefits

- VPNs as well as WiFi coverage split to better serve needs of both guests and staff
- Network is managed remotely by system integrator so staff can focus on their duties

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Background

Lake Garda is heaven on Earth. Spanning 370 square kilometers, it's the largest lake in Italy, sitting nestled among mountains in the country's north. On the foothills of these mountains at its northern tip is the four-star, 62-room Garda Hotel Forte Charme. Its panoramic views of the lake make it popular for both short vacations and long getaways, while its sophisticated furnishings and excellent service have earned it popularity as a site for business conferences.

Challenges

Recently, the establishment underwent a change of management. And it didn't take long for the new managers to see that one crucial part of the hotel's otherwise sterling service was clearly lacking: the WiFi.

They called in Tecnoprogress, a local Zyxel partner and experienced system integrator. The challenge: integrate completely new WiFi infrastructure into the existing network. Working directly with Zyxel, Tecnoprogress planned out in detail what the new network would require and how it could be best implemented and managed.

Solutions and Benefits

The sun around which the myriad elements of the new network revolve is the **Nebula Control Center**. It's a 100% cloud-based networking and management solution that lets anyone centrally and remotely manage wired, wireless, and security devices from a single pane of glass.

The growing family of Nebula-compatible devices already includes 16 products: eight APs, five switches, and three security gateways. It was from among these that the Garda Hotel Forte Charme's equipment was chosen.

To ensure widespread coverage, 19 access points were deployed across the premises. The two models used, **the Nebula NAP102 and NAP203**, deliver combined data rates of up to 1.2 Gbps and 1.75 Gbps, respectively, with both of the convenience-minded APs also offering self-configuration

and zero-touch deployment. Meanwhile, the traffic is controlled with two **GS1920 smart managed switches** and protected with a **ZyWALL USG110 UTM next-gen security gateway.**

Once the physical infrastructure was in place, three VPNs were created: one for guest traffic, with bandwidth limitations, and two for office use. WiFi access was also divided into separate services for staff and guests.

And, best of all, the use of Nebula NAP series APs s means minimal work for the hotel. In fact, the day-to-day monitoring and management is contracted out to Tecnoprogress, leaving the staffs' hands free to focus on their real duties and ensuring guests can snap and upload as many selfies as they want.

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Products Used

ZyWALL USG110 • Unified Security Gateway

- Unified Security Gateway Firewall for small- and medium-sized businesses
- Complete network protection with firewall, Anti-Virus, Anti-Spam, Content Filtering 2.0, IDP, and Application Patrol
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity and VPN high availability (HA)
- Unified security policy
- Device HA Pro ensures smart handover
- Cloud Helper makes firmware upgrades a breeze
- Hotspot management supported

GS1920-24HP • 24HP Gigabit Smart Managed PoE SwitchPoint

- Easy-to-manage rich L2 features with user-friendly Web 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 offers silent operation in both desktop and rack-mounted environments
- Supports ZON Utility and Smart Connect to simplify network management and maintenance

NAP102 • 802.11ac Dual-Radio Nebula Cloud Managed Access Point

- Cloud-managed, dual-radio 2x2 MIMO 802.11ac access point
- Supports combined data rates of up to 1.2 Gbps
- Self-configuration and zero-touch deployment
- Enterprise-class security and RF optimization
- Dynamic channel selection, load balancing, and smart client steering

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NAP203 • 802.11ac Dual-Optimized Antenna 3x3 Nebula Cloud Managed Access Point

- Cloud-managed dual-radio 3x3 MIMO 802.11ac AP
- Supports combined data rates of up to 1.75 Gbps
- Dual-optimized antenna allows pattern optimization adapted to wall- or ceiling-mounted installations
- Self-configuration and zero-touch deployment
- Enterprise-class security and RF optimization
- Dynamic channel selection, load balancing, and smart client steering
- Ultra-slim 32-mm ID design enables it to blend into any modern decor

Nebula Control Center (NCC)

- Responsive web design and intuitive user interface
- Multi-tenant and multi-site view
- Role-based administration privileges
- Real-time as well as historical monitoring and reporting
- Site-based auto and smart configuring tools
- Misconfiguration protection to prevent NCC disconnections
- Rich site-wide management tools (dashboard, map and floor plans, and topology)

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.