



Success Story

How Upgrading Your WiFi Can Also Upgrade Your Staff's Efficiency



Hospitality

INDUSTRY



CUSTOMER

Helenapolis
Hotel



COUNTRY

Turkey



SOLUTION

Zyxel
Nebula
Solution

Overview

Challenges

- Overhaul entire hotel's internet infrastructure
- Ensure faster data rates
- Ease burden on hotel staff

Benefits

- Stable, high-speed internet access yielding customer satisfaction
- Remotely managed

Solution

Zyxel Nebula Solution

"Helenapolis Hotel offers all the charm of Yalova City plus quality service from our understanding, professional, and friendly staff. Of course, perfect service should include high-speed internet. To acquire this for our hotel, we turned to Zyxel and its local business partner Aybiltech Bilişim. They developed a solution with hardware and software that suited our needs precisely. We're extremely thankful for their professional, quality service."

Burak Firat
Owner, Helenapolis Hotel

Background

The famous spa town of Yalova, in northwestern Turkey, has a vibrant mix of tourist and commercial attractions, drawing in a mix of leisure and business travelers. Catering mainly to the latter group of visitors staying in this city of 100,000 is Helenapolis Hotel. With 24 spacious rooms, the establishment and its staff take particular pride in customer satisfaction. That means everything from service with a smile to an orderly front desk—and of course impeccable internet access. It was in this last area, however, that the hotel had been struggling.



Challenges

Surveys have shown that WiFi is now the most critical factor travelers consider when booking accommodation. So it's no wonder Helenapolis Hotel was on the hunt for a network solution that would ensure customer satisfaction. That meant it needed to deliver high speeds sufficient for video calls and media streaming and it needed to be reliable, with no dropouts.

But there was one more requirement high on the hotel's list of priorities: the solution needed to be part and parcel of a management platform that was streamlined, simple,

and remotely accessible.

Why?

Hotels can be hectic, high-pressure workplaces where staff already have their hands full. Staff needing to constantly monitor and adjust a hotel's network can lead to drop-offs in quality in other service areas as well as result in higher burnout and turnover rates. It's a no-win situation.

Solutions and Benefits

Helenapolis Hotel called in Zyxel's local partner Aybiltech Bilişim. After discussing the hotel's demands—particularly the need for easy, time-saving management—the Aybiltech Bilişim team immediately knew that the Nebula Cloud Management platform was the answer.

First there was the obvious: the Nebula-compatible access points deployed around the hotel give guests what they want. Specifically, 15 of Zyxel's dual-radio 802.11ac NWA1123-AC-PRO were installed. With the network's traffic regulated by Zyxel's GS1920 Series 24-port gigabit smart managed PoE switches, guests can now enjoy combined data rates of up to 1.75 Gbps. Meanwhile, their privacy and personal data are protected by the ZyWALL USG 110 firewall.

But what made Nebula truly fit Helenapolis Hotel like a glove is that it allows for remote management by third parties via the Nebula Control Center. Logging in to the browser-based portal gives administrators real-time information on connected devices and the ability to configure the network and its clients.

And Helenapolis Hotel has taken full advantage of this.

The hotel's network is now completely monitored and managed off site by Aybiltech Bilişim's staff. All that the hotel's employees have to do is tell guests how to connect; there's nothing for them to check or click, meaning they can spend their time taking care of their full-time duties.

Products Used

ZyWALL USG1100 • Next-Gen Unified Security Gateway Extreme Series



- 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

GS1920 Series • 24/48-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

NWA1123-AC PRO • 802.11ac Dual-Radio Dual-Mount PoE Access Point



- NebulaFlex™ gives you the flexibility to switch between standalone and license-free Nebula cloud management
- Nebula cloud management allows easy deployment, real-time configurations, and access to all your access points anytime
- Dual-optimized antenna for optimal performance in wall- and ceiling-mounted installations
- 802.11ac 3x3 support for combined data rates of up to 1.75 Gbps
- Robust build quality including solid-state capacitors to ensure long life and operational reliability

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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