



Success Story

Zyxel Nebula Cloud Solution Protects Hotelier's Network Investment



Hospitality



CUSTOMER

SBIT
Hospitality
ICT Services



COUNTRY

The
Netherlands



SOLUTION

Zyxel
Nebula
Solution

Overview

Challenges

- Easy-to-use, remote management system
- Needed efficient management of IPTV channels and traffic monitoring
- Lacked visibility over channel usage to manage investments
- Stable ICT service quality from SI partners

Results

- Set up entire IPTV network at once with well-designed GUI instead of having to log into each switch separately
- Provided setup recommendation to users for the most optimized IPTV network
- Enabled all switch and port setting at once through cloud portal
- Allowed for detailed visibility and statistics of guest usage
- Enabled efficient program investment and management
- Delivered smooth IPTV viewing experience to guests
- Able to automatically prompt and recover during abnormal events

Solution

- Zyxel Nebula Solution

"Zyxel's Nebula is giving us the tools to make sure our clients can really focus on their guests instead of on their ICT Networks. Nebula will give our clients full visibility on their networks and will give us access to monitor and troubleshoot whenever necessary"

Sjors Brul
Managing Director
SBIT Hospitality Services & Automatiseringsdiensten

Background

Established in 1999, SBIT is a reputable Hotel ICT partner with a long history of installing communications and IT network infrastructures for hoteliers. The company aims to provide a uniform network for IT facilities and one-stop-shop service in hardware, software and consultancy, including cloud hosting, network, SharePoint, WiFi, IP television, VoIP

Challenges

The hotelier faced a few challenges when they were introducing new IPTV services to guests. Digital TV manufacturers are usually unfamiliar with IP multicasting technology when they adopt IGMP protocol into their product. Therefore, there are many IPTV performance issues such as sluggish startup, screen freezing, and channel switching delays that affects the guests' viewing experiences.

The hotel looked for a solution to help them to effectively assess TV channels for subscription, and required visibility

Solutions and Benefits

The solution providers who can provide timely and effective support as well as good return on investment are important factors when the hotel chooses solution partners. The hotel asked its IT partner, SBIT Hospitality ICT Services to make sure their services meet the requirements in the SLA. To meet the customers' needs, SBIT worked with Zyxel, who has worked with over 6,200 global large-sized hotels for network deployment.

SBIT chose Zyxel's Nebula cloud networking and management solution because it provides benefits such as network setting, a well-designed **Advanced IGMP** cloud portal that allows users to setup an entire IPTV network all at once. The delicate site-wide portal provides a single pane of glass for users to make adjustment easily on all switches without doing separate logins.

Nebula's **IPTV Report** provides detailed visibility into channel statistics and graphical information on channel utilization over a given period of time. With just a click on any channel name, the report displays channel usage and popularity over multiple days and a history of current viewers and view time statistics. IPTV channel report helps the hotel manager evaluate their investment for TV channel subscription based on viewers' interest level.

telephony, IP camera systems and digital signage. These enable the company to achieve fast implementation and one point of contact for managing of all IT systems as well as reducing overlapping networks and saving costs.

over channel usage to manage investments. Currently, IPTV channels are broadcasted by headend servers, which makes it difficult to gather guest usage data like which channels are being watched.

Hotel managers and IT administrators also wanted to use statistical information to better improve their services and administrative efficiency. Stable remote management was also an essential factor because IT service is outsourced.

IPTV performance issues are often associated with network misconfiguration. Thanks to machine learning technology, the smart network analytics of Nebula can analyze collected data and proposes configuration changes to optimize IPTV network. This effectively minimizes the effort of troubleshooting network settings when viewers suffer from screen freezes or pixilation. This enables efficient management of IPTV channels and traffic monitoring while reducing frustration from performance downgrades.

Before adopting Zyxel's Nebula cloud management solution, SBIT realized that Hotel Breeze Amsterdam was struggling to manage its IPTV systems and related investments. Presently, the hotel has a smarter channel and traffic management mechanisms. The hotel now confidently provides its guests with the services they truly desire, and ensures to achieve a positive ROI.

Products Used

NSW200-28P • 24-port GbE Nebula Cloud Managed PoE Switch with 10GbE Uplink



- Layer-2 Gigabit access switching with 8/24-port PoE and non-PoE models
- Optimized for quality voice and video traffic with high 375-watt power budget PoE technology
- Supports 10GbE uplinks to servers for high bandwidth network
- User-friendly ACL and VLAN configuration
- Intelligent PoE technology and network topology
- Supports Port Mirroring for network traffic monitoring
- Supports DHCP white list and IGMP snooping
- RADIUS, static MAC forwarding and 802.1X authentication

NSW100 Series • 10/28-port GbE Nebula Cloud Managed Switch



- Layer-2 Gigabit access switching with 8/24-port PoE and non-PoE models
- Optimized for quality voice and video traffic with high 375-watt (NSW100-28P)/180-watt(NSW100-10P) power budget PoE technology
- User-friendly ACL and VLAN configuration
- Intelligent PoE technology and network topology
- Supports Port Mirroring for network traffic monitoring
- Supports DHCP white list and IGMP snooping
- RADIUS, static MAC forwarding and 802.1X authentication

NSG100 • Nebula Cloud Managed Security Gateway



- Complete networking, security and application control over the cloud
- Zero-touch site-to-site VPN
- Secure networks with Next-Gen Firewall, IDP and Application Patrol
- Static route and dynamic DNS support
- Identity-based security policies and application management

NWA1302-AC • 802.11ac Wall-Plate PoE Access Point



- Provides wireless, wired and PoE connectivity with 802.11ac as well as a built-in Gigabit switch
- Compact design with a unique cable makes it to fit into all mounting places and saves space
- NebulaFlex™ gives the flexibility to switch between standalone and license-free Nebula cloud management
- Enterprise-class 2x2 802.11ac AP with smart antenna supporting combined data rates of up to 1.2 Gbps.

NWA1123-AC HD • 802.11ac Wave 2 Dual-Radio 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 APs at any time
- Achieve reliable connectivity, support for more connected clients, and better wireless coverage with the latest Wave 2 WiFi standard
- Up to 300% more performance from MU-MIMO technology
- Robust build quality, including solid-state capacitors and advanced heat dissipation design, to ensure long life and operational reliability
- Protect against 3G/4G cellular network interference with Zyxel advanced cellular mitigation design

NWA1123-ACv2 • 802.11ac Dual-Radio Ceiling 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 at anytime
- 802.11ac 2x2 support for combined data rates of up to 1.2 Gbps
- Compact ceiling-mount design with optimized RF performance
- Robust build quality including solid-state capacitors to ensure long life and operational reliability

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 APs anytime
- Dual-optimized antenna for best 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

Focused on innovation and customer-centricity, Zyxel has been connecting people to the Internet for over 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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