

Success Story

Hyatt's Productivity Skyrockets High After Zyxel Sends its WiFi Network to the Cloud



Hospitality

INDUSTRY



CUSTOMER

Hyatt



COUNTRY

India



SOLUTION

Zyxel
Nebula
Solution

Overview

Challenges

- Provide stable WiFi across expansive, open workspace
- Avoid existing compatibility and management headaches caused by use of devices from multiple manufacturers
- Deliver future-proof infrastructure with high reliability and scalability

Results

- Cloud platform makes network management centralized, flexible, and straightforward
- All-in-one management interface enables easy configuration
- Employees have stable and rapid WiFi connectivity no matter where in the office they are
- High-performance solution yields a more efficient work environment while also being more cost-effective

Solution

- Zyxel Nebula Solution

"The IT department is the backbone for any hospitality company, and we're no exception. We need highly active bandwidth and connectivity to perform our tasks in a better way. This helps the management to avoid crisis situation which can arise due to malfunctioning IT networks. Nebula has strengthened our crisis management capabilities, and enabled us to make decision easily, even among numerous people and departments across the company."

Abhay Singh Rajawat
Information Systems Manager
Hyatt India Consultancy Pvt Ltd

Background

With a presence in over 50 countries, Hyatt is one of the world's most prestigious hotel chains. Headquartered in the U.S. and with a reputation for mixing luxury with lifestyle, its success has also come from strategic expansion. In 1982, for example, it became one of the first foreign hotels to enter the Indian market, building a Hyatt Regency in New Delhi.

Challenges

The corporate office is expansive, composed of two large, open-space floors and catering to 70 employees. But while that makes for a comfortable work environment, it wreaked havoc on the office's wireless, with weak and dead spots scattered throughout both floors.

As an integral hub communicating on time-sensitive issues with hotels across India, the office required fast and stable connectivity that it just wasn't getting.

And the subpar signal wasn't the only problem. The IT staff themselves had difficulties managing the network,

And now, India is ground zero for some of the chain's fastest growth anywhere on the globe. Hyatt plans to open 11 new hotels there in 2020 alone, which will be in addition to its 32 existing locations. It's an epic endeavor, and one that will require its corporate office in Gurgaon, just outside New Delhi, to constantly be on the ball – and online.

which had grown and evolved in tandem with the office. This meant the devices making up the network had been purchased from different manufacturers whenever the need arose. As a result of this mishmash, trying to centrally manage the network's wireless connectivity was like fitting square pegs into round holes.

Hyatt knew an overhaul was in order. It went on the hunt for a cost-effective but high-performance solution that could deliver high-speed, high-stability access in addition to simplified network management, which would clearly be via the cloud.

Solutions and Benefits

The office worked with a leading Indian system integrator, Data Secure Solutions, to find an option that ticked each of these boxes. The SI recommended Zyxel, noting that its scalable and future-proof Nebula wireless solution would not only implement a WiFi revolution in minimal time but would deliver an increasingly large return on investment over the long term.

The solution consisted of the **NWA5123-AC HD 802.11ac Wave 2 Dual-Radio Unified Access Points** and **GS1920-24HPv2 24-Port GbE Smart Managed PoE Switch**, controlled remotely via the Nebula cloud networking management platform.

From multi-site networking to deploying and managing access points, Hyatt IT staff now have the power to manage every aspect of their network anytime, anywhere through the browser-based Nebula Control Center interface. The solution also centralizes and streamlines the installation process for APs and network switches, which can now be completed in only an hour and with minimal onsite support. The upshot of this was that IT maintenance requirements fell quickly and drastically.

All along, however, stable wireless had been the top concern for the new network. And Zyxel's NWA5123AC HD APs didn't disappoint, thanks largely to their optimized radio frequency design and support for simultaneous high-speed data communication with multiple devices.

In addition, their built-in filters minimize interference from 3G and 4G cellular networks as well as other WiFi devices, making a huge difference in a high-density environment like Gurugram's.

Meanwhile, the GS1920v2 series switches provide a single management platform connecting all network devices and integrating them into a single dashboard interface. And because these switches support NebulaFlex, they can be changed at any time from standalone management to cloud-managed with just a couple of clicks.

The Nebula solution has been a game-changer for the office. The stable, wall-to-wall WiFi is facilitating and fostering stronger communication and information sharing. The work efficiency of the tech crew has notably improved, too, as Nebula's clean, unified interface is saving time and effort that would have otherwise been wasted. Gone is complicated network deployment and management, replaced with cloud management accessible from any desktop, tablet, or phone.

And finally but crucially, Nebula's scalable, cloud-based nature makes it futureproof and ensures an attractive ROI. Growth down the road will simply mean the addition of a few new APs and switches, then quickly deploying them via Nebula – no big checks to write or time-consuming setup to endure.

Products Used

Nebula Control Center (NCC)



- Responsive web design and intuitive user interface
- Multi-tenant, multi-site view
- First time setup wizard
- Role-based administration privileges
- Real-time and historical monitoring/reporting
- Rich site-wide management tools
- Powerful organization-wide management tools
- Configuration changing alerts
- Misconfigure protection against disconnecting NCC
- Configure login auditing

NWA5123-AC HD • 802.11ac Wave 2 Dual-Radio Unified Access Point



- Excellent coverage and performance with 11ac Wave 2 3x3 technology
- Next generation beamforming delivers maximum coverage
- MU-MIMO technology increases downstream throughput
- ACC minimizes interference from 3G/4G cellular networks
- Support NebulaFlex™ Pro to provide triple mode functionality (standalone, hardware controller and Nebula)

GS1920-24HPv2 • 24-Port GbE Smart Managed Switch



- Up and running in minutes — supports NebulaFlex™ Technology to shift between standalone and License Free Nebula cloud flexibly
- Standalone: Easy management and setup with web-based GUI
- Nebula Cloud: Nebula allows simple deployment with agile network management
- Unique port combinations futureproof the network
- Smart fan design offers silent operations in your office
- PoE models comply with IEEE 802.3at PoE Plus with high power budget

About Zyxel Networks

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 business and home users. We're 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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