



Success Story

Italian Hotel Ensures Complete Customer Satisfaction with Secure, GDPR-Compliant Wireless Network from Zyxel Networks



Hospitality

INDUSTRY



CUSTOMER

Hotel La
Residenza
Capri



COUNTRY

Italy



SOLUCIÓN

Zyxel
Wireless
Solution

Overview

Challenges

- Needed a secure, reliable wireless network across the hotel campus that complied with GDPR
- The WiFi had to work in a building made of stone walls and environmentally rectified structures
- The network had to be strong enough to allow access to multiple people simultaneously, especially during peak seasons

Results

- Network coverage protected with high-end cybersecurity solutions and is GDPR compliant
- Stable network throughout the premises despite the structure posing a challenge
- Reliable connectivity without network failure for guests throughout the year, even during peak seasons.

Solution

- Zyxel Wireless Solution

“Ninetynine percent of the hotel premises now have WiFi coverage. The network did not have any problems or interruptions even during peak seasons. Guests are able to connect, navigate with ease, and relax in front of the stunning view.”

Costanzo Giamminelli
CEO, Capriwebdesign

Background

The prestigious Hotel La Residenza Capri was built in 1956, combined with a former historical residence, Villa Caterina, of Prince Caracciolo. The splendid Hotel was purchased in the 1960s by the De family Angelis, historic hoteliers on the island, who have preserved and handed down the family tradition. Following numerous expansions,

redevelopment, and improvement work of the structure, Hotel La Residenza Capri offers evocative sights: a stunning sea view, the nature wonder Faraglioni of Capri, and the 600-year-old historic Certosa di San Giacomo monastery, representing breathtaking nature sceneries and a millenary culture of the city.

Challenges

Previously, the hotel guests complained of difficulty in accessing the network, as well as poor coverage. For this reason, the Hotel La Residenza Capri asked the partner Capriwebdesign for a solution that would guarantee the maximum range.

A major challenge in this project was its building structure. The hotel was built with stone walls and structurally rectified environments, with multiple insulating plasterboards that

break down the signal. WiFi signal that remained strong throughout the buildings was necessary for the hotels to ensure customer satisfaction.

The hotel also wanted to build a secure and reliable network system that could meet the requirements of the General Data Protection Regulation (GDPR) and provide smooth wireless connectivity that balances bandwidth usage to avoid network congestion.

Solutions and Benefits

Capriwebdesign has been in the IT business since 2000, offering both hardware sales and software services. It provides integrated services, including networking, video surveillance, cybersecurity, and IT equipment, and is constantly at the forefront of the business with advanced technology and solutions.

Capriwebdesign designed the entire wireless network considering the different spaces: the rooms, corridors, and high-density environments like the restaurant and lobby. **NWA5123-AC 802.11ac Dual-Radio Unified Access Points** were installed in the false ceilings of the corridor, **WAC5302D-S 802.11ac Wall-Plate Unified Access Points** were installed in the guest rooms, and **WAC6103D-I 802.11ac Dual-Radio Dual-Optimized Antenna 3x3 Access Points** were installed in the public high-density locations, to ensure seamless WiFi connectivity throughout the hotel. The **WAC5302D-S** features a low profile and versatile mounting design, making it a perfect choice for hotel guest rooms. The trendy design enables it to easily blend into the decoration, not to be noticed by guests, and not to destroy the aesthetics of the furniture. It can be mounted directly on an outlet box or any nook out of sight, even on a desk. **WAC6103D-I** APs were installed in the high-density environments like the lobby or restaurant, providing high-speed simultaneous connections of multiple devices.

GS1920-8HPv2 and 24HPv2 8/24-port GbE Smart Managed PoE Switches, which provide 30W per port, were used to provide power to all APs and distribute the network in all areas of the hotel. The GS1920v2 series switches feature the consumption mode that delivers the actual power required to achieve efficient energy use. Switch ports were used to connect smart TVs and home automation systems. Furthermore, the switches were used to separate

the network into four WLANs - for guests, staff, smart TV, and home automation, all controlled in load balancing, so that in the event of a higher electrical load, it is compensated. It is important to note that the WiFi guest network is accessible with Facebook login. This provides excellent help to allow the hotel to develop internal marketing activities towards its customers.

To avoid potential cyberattacks and ensure data protection, Capriwebdesign has adopted the **ZyWALL USG310 Unified Security Gateway** that provides complete UTM services, such as anti-virus, anti-spam, and anti-ransomware solutions, content filtering, and application intelligence. Besides, Capriwebdesign has defined the PC access rule to the network. The PCs in the LAN have direct access to the internet with authentication through the firewall.

After the installation, almost every inch of the hotel had a stable and reliable network coverage. Zyxel's solutions met every requirement of the customer and improved the entire network infrastructure. The network also complies with GDPR to protect personal and private data.

"Ninetynine percent of the hotel premises now have WiFi coverage," Giamminelli said. "The network did not have any problems or interruptions even during the peak seasons. Guests are able to connect, navigate with ease, and relax in front of the stunning view."

Hospitality clients at boutique restaurants often have high expectations from the place they choose to stay. A comprehensive wireless connection that works from the moment they step into the premises is at the top of their priorities. With Zyxel, the Hotel La Residenza Capri has made sure that they have covered this aspect for their customers.

Products Used

WAC5302D-S • 802.11ac Wall-Plate Unified Access Point



- Clever wired and wireless network solution for individual hotel guest rooms
- Equipped with smart antenna which is proven able to mitigate interference from neighboring APs
- Enterprise-class 2x2 802.11ac AP supporting combined data rates of up to 1.2 Gbps
- Three downlink Gigabit Ethernet ports, including one with PoE to power for VoIP phones or other devices

NWA5123-AC • 802.11ac Dual-Radio Unified Access Point



- Ceiling- and wall-mountable design with optimized RF performance
- 2-in-1 standalone/managed AP design
- CAPWAP management supported
- Enterprise-class 2x2 802.11ac AP supports combined data rates of up to 1,200 Mbps
- Simple, speedy deployment with APFlex™ and Zyxel One Network utilities

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
- NebulaFlex Pro allows users to switch among standalone, on-premises controller managed or intuitive Nebula cloud managed modes as needed
- Dynamic Channel Selection, Load Balancing and Smart Client Steering ensure optimal wireless experience
- Stylish, ultra-slim ID design as the 32 mm height blends perfectly into modern interior decorations

Products Used

ZyWALL USG310 • 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
- Unified security policy
- Cloud Helper makes firmware upgrades a breeze
- Device HA Pro ensures smart handover
- Hotspot management supported

GS1920-8HPv2/24HPv2 • 8/24-port GbE Smart Managed PoE Switch



- NebulaFlex™ gives you the flexibility to switch between standalone and our license-free Nebula cloud management
- Nebula cloud management allows easy deployment, real-time configurations and effortless access to all your cloud devices anytime
- Using user-friendly web-based GUI to manage and set up the switch without learning complex CLI
- High PoE power budget 180W (8HPv2) and 375W (24HPv2)
- Smart fan and fanless designs offer silent operations in your office
- Check real-time status intuitively by cloud and PoE LED indicators

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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