



Success Story

Zyxel Helps Italian Luxury Hotel Ensure Customer Satisfaction and GDPR Compliance



Hospitality

INDUSTRY



CUSTOMER

La Locanda
delle Donne
Monache



COUNTRY

Italy



SOLUTION

Zyxel
Nebula
Solution

Overview

Challenges

- Overcome unstable indoor WiFi coverage problems through thick stone walls
- Balance bandwidth consumption to enable smooth data transfer
- Separate the office network from the guest network
- Establish a security system that can conform to GDPR

Results

- Centrally-managed system to control all wireless devices in the cloud
- Guest and administrators enjoy high-quality network without worrying about security and unstable connectivity
- Better bandwidth usage for optimal WiFi experience
- Robust security solution to ensure data security and compliance with GDPR

Solution

- Zyxel Nebula Solution

Summary

Quality of WiFi access has become an important index when it comes to evaluating a hotel's facilities. La Locanda delle Donne Monache is a fascinating hotel built upon an ancient eighteenth-century convent with stunning sea views. Because of the innate structure of thick and stone walls, the WiFi service was having difficulty reaching guests throughout the hotel. Like many other European hotels, La Locanda delle Donne Monache is also required by the government to ensure network security when connecting online in the hotel. Zyxel's Nebula and Security solutions helped the hotel provide a high-quality network to their guests during their stay. They are also confident delivering secure network services conforming to the GDPR.

Background

La Locanda delle Donne Monache is a 4-star luxury hotel built upon an ancient eighteenth-century convent. The hotel is an ideal place for travelers who wish to spend their holidays relaxing and exploring the local treasures of the Lucania region. The fascinating hotel preserves its style, shapes and materials with accurate and faithful

restoration of the original architectural features. Situated in the center of Maratea and a stone's throw from the sea and the mountains, travelers can explore local gourmet, natural beauty and cultural heritages, or just enjoy stunning sea views from the hotel during their stay.

Challenges

WiFi is becoming ubiquitous everywhere. Using the internet to research travel guides or share photos and videos during travel have become an essential part of the vacation experience.

The hotel wanted to overcome the limits imposed by the architectural structure, such as stone walls and thick walls to offer its guests adequate Wi-Fi coverage. With the increasing demand for WiFi connectivity for mobile

devices from guests, it's essential to balance bandwidth consumption to avoid network congestion. They found it important to balance bandwidth consumption to enable smooth internet connection throughout the hotel. Additionally, they required a security solution that could separate the office network from the guest network, and help them to conform to the General Data Protection Regulation (GDPR).

Solutions and Benefits

The hotel was looking for a trustworthy brand with strong local presence and rich experience in the networking industry. They contacted Zyxel to help them solve the problems. For this project, they chose the Nebula Cloud Networking Management solution, which offers a simple, intuitive and scalable network management to the hotel. The Nebula solution consists of **Nebula Control Center (NCC), NAP303 802.11ac Dual-Radio Smart Antenna 3x3 Nebula Cloud Managed Access Points, and NSW100-28 24-port GbE Nebula Cloud Managed Switches**. Thanks to the intuitive Nebula Control Center interface, the hotel administrators can quickly monitor and control all the Nebula APs under one panel. Zyxel's NAP303 access points are designed with innovative Smart Antenna technology, delivering great capacity and coverage. The advanced antenna design adapts to different scenarios and handles a variety of difficult installations, delivering high performance even in high-density environments.

The NCC interface provides site-level configuration and monitoring of the NSW100-28P switches, and allows multiple switches to be configured online simultaneously. The Nebula switches offer many advantages, such as simplified configuration, simple management, site-level visibility and real-time control for the devices distributed in the branch offices. The switches support advanced settings like user-friendly ACL, VLAN-based QoS and PoE scheduling. Those features significantly improved network management efficiency.

For the hotels in Europe, data protection is both mandatory and necessary. The hospitality industry is one of the most vulnerable targets for hackers because hotels possess and process valuable personal information. They are vulnerable to cyber threats if they don't have complete cybersecurity measures. The Zyxel's next generation firewall **USG110 Unified Security Gateway** was adopted because of its exceptional UTM services such as Application Intelligence, Content Filtering, Anti-Virus, Anti-Spam and IDP. USG110 protected the hotel's network, personal data and critical resources from internal and external threats. It ensures secure connectivity for guests, hotel management and staff. Additionally, it helped the hotel to meet the requirements outlined in the General Data Protection Regulation (GDPR).

The USG110, designed for hospitality, has made it possible to improve the entire network infrastructure for the benefit of guests, businesses, staff and IT administrators.

After deploying Zyxel's solution, the hotel management felt peace of mind with this new easy-to-manage, fast and secure network infrastructure. They improved Wi-Fi coverage so their guests could have stable and seamless internet service everywhere. They were pleased with their customers' satisfaction with the high-performance network connection and conforming to the GDPR imposed by the government.

Products Used

NAP303 • 802.11ac Dual-Radio Smart Antenna 3x3 Nebula Cloud Managed Access Point



- Cloud-managed, dual-radio, 3x3 MIMO, 802.11ac
- Supports combined data rates of up to 1.75 Gbps
- Smart antenna provides breakthrough performance
- Self-configuration and zero-touch deployment
- Enterprise-class security and RF optimization
- Dynamic channel selection, load balancing, and smart client steering

NSW100-28P • 24-port GbE Nebula Cloud Managed PoE Switch



- 24-port Layer-2 Gigabit access switching
- Optimized for quality voice and video traffic with high 375-watt 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

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

Products Used

USG110 • Unified Security Gateway



- High-performance, high-value Unified Security Firewall for small and medium-sized businesses
- Complete network protection with firewall, Anti-Virus, AntiSpam, Content Filtering 2.0, IDP, Application Patrol
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity and VPN high availability (HA)
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability of up to 34 APs
- Comprehensive mobile broadband USB modem compatibility and multi-WAN load-balancing, failover and fall back support

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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