



## Success Story

Djibouti's Luxury Hotel Improves Wireless Connectivity and Guest Experience with Zyxel Nebula Solution



Hospitality

INDUSTRY



CUSTOMER

Red Sea  
Hotel



COUNTRY

Djibouti



SOLUTION

Zyxel  
Nebula  
Solution

## Overview

### Challenges

- Needed a simpler and easier system to manage active network devices
- The IT network had to be able to respond to potential future demands
- Needed a robust security system that would ensure that the wireless network was not vulnerable to any cyberattacks

### Results

- Fast, uninterrupted network connection throughout the building around the clock
- Easy management from a single point thanks to cloud architecture
- Flexible to meet future business needs and scalable network infrastructure
- The network is protected with enterprise-level data privacy and security systems

### Solution

- Zyxel Nebula Solution

"We renewed our wireless network infrastructure with Zyxel Networks, an expert in the industry. Fonetsan Information Technologies completed the installation quickly and put our new infrastructure into service. We can now offer our customers a fast and free internet connection accessible from every point at the Red Sea Hotel. By renewing our infrastructure with Zyxel products, we witnessed a noticeable increase in performance. Thanks to the entire Fonetsan and Zyxel Networks team."

Wondwosen Mengesha  
Hotel Manager, Red Sea Hotel

## Background

The hotel has 13 deluxe rooms with a modern style and 21 suites with one-room and three-room apartments, located 1km from the airport and close to the city center. The hotel includes separate living and fully equipped dining areas and balcony rooms with city views. As part of its continuous efforts to improve customer service, the hotel wanted to provide free and fast internet service 24/7.



## Challenges

The hotel wanted steady WiFi not just in guest rooms but also in halls, corridors, and other activity areas. Installing access points to fit all the needs throughout the hotel was the first significant challenge. Hotels often want systems integrators to take up such installation works without causing any discomfort to their guests. Even after installation,

managing the network had to be simple and easy as the hotel wanted to control all active devices via a single point. However, the existing network infrastructure couldn't respond to this requirement. This prevented the hotel from offering a pleasant connectivity experience to the guests.

## Solutions and Benefits

The customer chose to use Zyxel Networks' Nebula solution. One of the advantages of the cloud-based Nebula that the customer found was its simple installation process and management. The option to remotely manage the network system and access points allows the hotel staff to facilitate the implementation without opening the boxes for complicated installation. Zyxel Networks solution partner Fonetsan Bilgi Technology added the access points to the Nebula cloud networking system beforehand before transporting them to the hotel. When the system reached Djibouti, the hotel could just deploy the products which were ready to use in the rooms.

The high-performance Nebula solution delivered fast and uninterrupted internet to the hotel to ensure guests could access the internet from anywhere.

Atila Ceyhan, General Manager at Fonetsan Bilgi Teknolojileri, and Ferhat NAS, General Manager at Artur Trade Ltd. spoke of their experience working on this project.

"Thanks to Nebula cloud infrastructure, we could easily complete the project without even unpacking the products," they said. "The points cover the entire hotel, and there is the option to add more devices to the system whenever needed. Management is also simple. We are delighted to have worked with the support from Zyxel's expert team."

In this project, **GS1920-24HPv2 24-port GbE Smart Managed PoE Switches**, **GS1920-48v2 48-port GbE Smart Managed Switches** as well as **NWA1123-AC PRO 802.11ac**

**Dual Radio External Antenna 3x3 Outdoor Access Points** were used. These were managed by the **Nebula Cloud Center (NCC)**. NCC features central management and secure connectivity, allowing the hotel to remotely control the network devices and protect the hotel and guest information. Thanks to NCC, all devices could be managed from a single point. The hotel's IT department could expand the network quickly when required.

The NWA1123-AC PRO APs were used in this project because of their exceptional performance supported by dual-optimized antenna design and commitment to "RF First" for high performance and reliable connections. GS1920-24HPv2 switches feature PoE functions, providing power and connectivity to the access points and easy device management anytime and anywhere via the cloud. These switches support NebulaFlex feature, allowing the hotel to easily and remotely manage the access points and switches.

Hasan Huseyin Tabak, Sales Manager at Zyxel Corporate Channel Partner, added that Wi-Fi connection quality and speed significantly impact customer satisfaction in hotels.

"We were delighted to help Red Sea Hotel improve its customer experience," Tabak said. "We consider it yet another feather to our cap. Thanks to Fonetsan Information Technologies for the fast and successful work."

## 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

### NWA1123-AC PRO • 802.11ac Dual Radio External Antenna 3x3 Outdoor Access Point



- NebulaFlex allows flexibility to switch between standalone and License Free Nebula cloud management
- Dual-band 2.4-GHz and 5-GHz 802.11ac Wireless Access Point
- Designed with IP66-rated weather protection which is ideal for harsh outdoor environments
- Advanced IEEE 802.11ac delivers up to 1.75 Gbps combined data rates
- Industry-leading receive sensitivity as low as -102 dBm
- APFlex™ and DCS for streamlined deployment

### GS1920-24HPv2/48v2 • 24/48-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
- GS1920-24HPv2 complies with IEEE 802.3at PoE Plus with a large PoE budget of 375W

### 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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