Hotel Royal @ Queens

Seamless Transition to New Network Sees Zero Downtime for Upscale Singapore Hotel

Customer at a glance

Customer Name
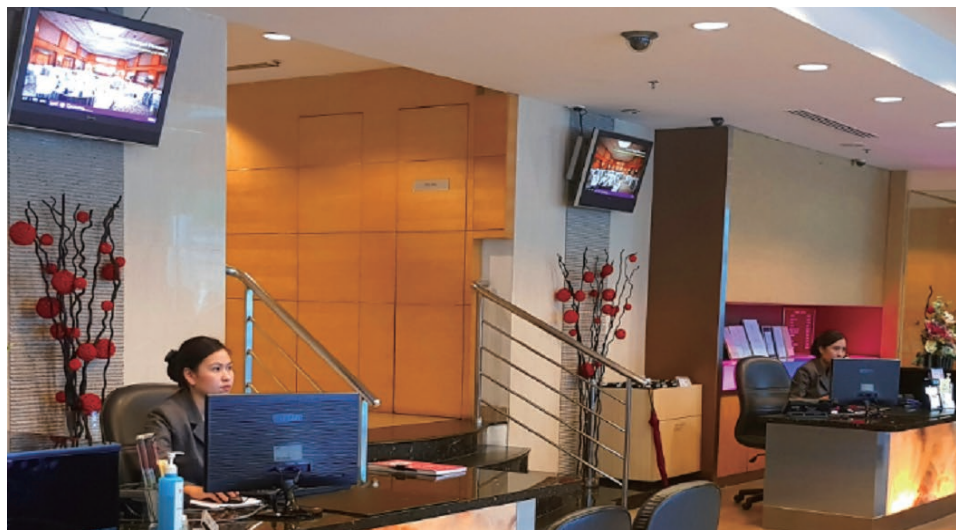Hotel Royal @ Queens

Industry
Hospitality

Organization Size
227 executive rooms,
4 serviced apartments

Country
Singapore

Customer Background

Hotel Royal @ Queens is a four-star hotel located in the heart of Singapore's dynamic business, cultural, and entertainment hubs. The hotel is an ideal place for business and leisure travelers looking for value for money accommodation and well-served meeting venues.

Hotel Royal @ Queens

Summary

Hotel Royal @ Queens' network needed a facelift. Its existing infrastructure was outdated, unable to deliver the wireless speeds and coverage required by staff and guests. It was also time consuming to maintain each part individually as it could not be centrally managed. The hotel's system integrator Datamux reached out to Zyxel's VAD Go Nimbus to seek a vendor that can offer a competitive mix of price, performance, on-the-ground presence and timely technical support. The most important requirement specified by the hotel was that there should be no downtime during the network transition. The tender went to Zyxel Networks or its Nebula solution, as the hotel was won over by Nebula's flexible, futureproof cloud networking management. One hundred and ten NWA1123AC HD APs, forty-eight NWA1123ACv3 APs and thirteen GS1920v2 smart managed PoE switches were deployed. The switches offer wide power budgets ideal for dense PoE deployments like hotels, ensuring continuous operation of the APs, which feature second-generation Wave 2, with Multi-User MIMO allowing them to communicate with multiple clients simultaneously at higher speeds. NWA1123ACv3 APs helps provide sufficient coverage in the corner rooms via smart mesh without having to tackle cabling challenge. Beyond the network performance, which has yet to falter since going live, the hotel expressed satisfaction with the deployment process. Everything went off without a hitch, with the hotel transitioning from old network to new with no downtime between.

Challenges

- Replace existing infrastructure with a reliable, investment-proof system
- Deliver seamless WiFi connectivity with superior coverage and speeds throughout the hotel
- Provide a cost-effective solution from a reliable vendor with a strong local presence

Benefits

- High-performance WiFi infrastructure and easy-to-use cloud networking management at a reasonable price
- High stability, with no network failures since the installation
- Responsive technical support and service from Zyxel Networks

Product used

- NWA1123-AC HD 802.11ac Access Point
- NWA1123ACv3 802.11ac Access Point
- GS1920-8HPv2/24HPv2 Smart Managed PoE Switch