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Success Story

Subway Satisfied with Efficient and Simplified Network Management from Zyxel Nebula Solution

INDUSTRY — Hospitality

CUSTOMER — Subway

COUNTRY — Czech Republic

SOLUTION — Zyxel Nebula Solution

Overview

Challenges

- Reduce time and manpower for multi-site network management at different locations
- Change configurations and update sandwich menus remotely in an efficient way
- Build an easy-to-manage network platform with simple interface

Solution

- Zyxel Nebula Solution

Results

- Reduced time and operating costs for network setup and maintenance
- Centralized cloud networking management to handle multi-site networks
- Comprehensive view of network operation at any time
- Smooth and stable WiFi connectivity

"Managing Zyxel access points and WiFi networks in our restaurants through Nebula saves time and hassle. Any configuration changes as well as updates on the sandwich menu that customers see when they connect to our network can be made remotely over the Internet. Also, our customers are satisfied with the stable WiFi connectivity and strong network signal provided by Zyxel."

Ing. Jaroslav Kačírek,
Business Development Agent, Subway

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Background

Subway is one of the world's largest submarine sandwich restaurant chains with more than 40,000 locations around the world. The company started its business 50 years ago, offering quick, fresh, nutritious, made to order submarine sandwiches at affordable prices. The company aims to provide exceptional service to customers, high-quality menu items, and decreased operating costs that serve as the foundation for its restaurant franchises around the world. The Czech Republic is one of the major regional markets for the sandwich empire in Europe. Three Subway branches in Brno are now using Zyxel network devices to equip their customers with WiFi internet access.

Challenges

Subway franchisees typically operate multiple restaurants in different locations. They found it time-consuming to configure and adjust network settings on-site or separately. It was critical for the franchisees to find an easier way to manage their wireless networks. In addition to delivering quick service and fresh food, the franchisees strive to provide customers with an enhanced dining experience that is convenient and affordable.

The Subway regularly updates its menu, which is displayed on the chain's local home page. When customers connect to the restaurant's Wi-Fi network, they can access the website to view recent food offerings. This called for an easy-to-manage and customizable solution that supported simple updating of product information like the sandwich menu or configuration changes.

Solutions and Benefits

Subway franchisees in Brno, Czechia adopted Zyxel's top-notch **Nebula Cloud Networking Management** solution, which could centrally and remotely control and manage all access points in the chain stores from a single interface. **Nebula Control Center (NCC)** makes it easy to set up and configure all access points across different locations at any time.

Before deploying Zyxel's Nebula solution, installing and configuring new access points was time-consuming and difficult. Thanks to Nebula's zero-touch provisioning, all the Nebula-supported access points could be configured and deployed quickly and easily at each location once they are connected to the internet. The access points could be assigned to a specific branch office by scanning the QR code on the device or entering their serial number on NCC before on-site deployment. After being registered and connected to a network, the APs would be automatically discovered and preconfigured settings applied, regardless of whether the APs were in the same branch office or at another location. Additionally, a new Wi-Fi network config-uration could be created in the Nebula environment, including creating separate wireless networks for customers and employees. In this case, the Nebula cloud platform could act as an access point controller. The manpower for the on-site deployment and maintenance could be spared, saving both time and money.

"Zyxel's Nebula cloud platform saves time and operating costs for us and our customers," explained Michal Hamšík, Key Account Manager at VYSCO. "Almost all the services can be performed remotely over the Internet. Additionally, we can have all the important information about network operations at any time." He added that Zyxel's solution makes it easy to replace a broken access point or switch and configure the new device without on-site service.

Nebula allows each branch store to remotely install a new access point if they need to boost Wi-Fi network performance or replace a broken access point. In the event of an access point failure, the network administrator can replace it with another device that was initiated and configured remotely via the Internet. Through Nebula's cloud-enabled and centralized networking management, configuration and management of each switch, gateway, and access point have become simpler.

Subsequent changes to the network configuration are made through a single web interface where parameters can be customized at the device, branch, or organization level. The Subway restaurants mainly uses this option to periodically adjust the product menu on the website. When customers in the branch stores connect to the WiFi network, they can browse the latest product offerings through the internet.

The cloud management platform provides the network administrator with a comprehensive view of network traffic at all restaurant branches, including a list of all client devices connected to the customer's or employee's WiFi network.

The subway franchisees needed to deploy WiFi equipment to provide customers with internet connectivity. They chose the Zyxel **NWA1123-ACv2 802.11ac Dual-Radio Ceiling Mount PoE Access Point,** which delivers greater coverage and faster connection speeds for each client at combined data rate of up to 1.2 Gbps. Equipped with optimized antennas, premium power amplifiers and low-noise elements, as well as features like Dynamic Channel Selection (DCS) and spectrum load balancing, the AP delivers a smooth high-performance WiFi experience to customers. Furthermore, The APs support NebulaFlex, which makes it easy to switch between standalone and cloud-managed operations at any time without requiring a license.

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Products Used

NWA1123-ACv2 • 802.11ac Dual-Radio Ceiling Mount PoE Access Point Point

- NebulaFlex™ gives you the flexibility to switch between stand-alone and license-free Nebula cloud management
- Nebula cloud management allows easy deployment, real-time configurations, and access to all your access points at anytime
- 802.11ac 2x2 supports a combined data rate of up to 1.2 Gbps
- Compact ceiling-mount design with optimized RF performance
- Robust build quality including solid-state capacitors to ensure long life and operational reliability

Nebula Control Center (NCC)

- Responsive web design and intuitive user interface
- Multi-tenant and multi-site views
- Role-based administrative privileges
- Real-time, historical monitoring and reporting
- Site-based auto and smart configuration tools
- Misconfiguration protection to prevent NCC disconnections
- Rich, site-wide management tools (dashboard, map, and floor plan)

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.