ZYXEL
NETWORKS

Success Story

California's Tachi Palace Hotel Enhances WiFi Connectivity and Guest Satisfaction with Zyxel's Intelligent Cloud Service

INDUSTRY	CUSTOMER	COUNTRY	SOLUTION
Hospitality	Tachi Palace Hotel & Casino	United States	Zyxel Nebula Solution

Overview

Challenges

- Make instant improvements to unreliable WiFi connectivity throughout the hotel that had a negative impact on both guests and staff members
- Upgrade ineffective network infrastructure to enable better in-room entertainment and guest service solutions
- Implement more efficient and simpler methods to manage network devices

Solution

- Zyxel Nebula Solution

Results

- Enhanced guest satisfaction and staff productivity via strong WiFi connectivity throughout the hotel
- Increased opportunities for in-room enhancements and innovative services
- More scalable, cost-effective and operationally efficient cloud networking management

"With the new wireless network from Zyxel, connectivity is immediate. It makes things a lot easier because we don't have to have our technicians constantly on standby to handle wiring, log-in or setup issues."
Rojelio Morales
Director of Marketing, Tachi Palace Hotel & Casino

"Zyxel offers a huge cost advantage, not just because of their cloud scalability and remote management capabilities, but it's just a much more cost-effective solution that is also much more operationally efficient. Using Zyxel Nebula draws another whole set of operational and cost efficiencies along with it."
Dominic Locascio
President, InnSpire Americas

"Zyxel was a great partner for us. They give us awesome support and worked hand in hand with us through this deployment at Tachi Palace. We find that they're just a lot more attentive and involved with us in trying to support our success because they see it as theirs as well."

Dominic Locascio, President, InnSpire Americas

Background

Located in the heart of central California's San Joaquin Valley, Tachi Palace Hotel & Casino is a sprawling resort that provides high-quality accommodations via 255 guest rooms ranging in size from 450 square feet for the standard rooms up to 1,400 square feet for the VIP suites. The property also includes a 140,000 square foot casino, 6,000 square feet of meeting space, convention facilities, and five restaurants.

Challenges

According to James Sarmiento, Operations Manager at Tachi Palace Hotel & Casino, the unreliable WiFi connectivity throughout the hotel had a negative impact on both guests and staff members. "On nights when the hotel was packed, we experienced issue after issue with guests complaining that they couldn't get onto our network. Guests expect to be able to connect to a strong WiFi so when we weren't able to provide reliable connectivity, it made our guests feel that our services weren't up to par; that we weren't living up to their expectations." To compensate their guests for the lack of WiFi, the hotel staff would offer guests free beverages or meals or would provide room discounts. Sarmiento stated that the financial impact of continuously having to provide compensation to guests due to the WiFi issues negatively impacted other critical investments that needed to be made to the property. "The WiFi was so weak that our hotel staff were restricted from using the network so that we could reserve every single bit of bandwidth and connectivity for the guests."

To solve this issue, Tachi Palace contacted InnSpire, a global provider of guest entertainment, guest services and networking solutions for hotels. InnSpire's in-room technology not only allows guests to access services such as housekeeping and room service from the television, but it takes guests' entertainment options to the next level by enabling content streaming and other apps on mobile devices to be viewed on the television. "The technology that we put into the guestrooms requires a strong network, but Tachi Palace's existing network was very unreliable," explained Dominic Locascio, President, Americas at InnSpire. "Giving Tachi Palace a reliable and stable network was not just a requirement for their in-room technology, but it was a requirement for their guests. Helping them solve their wireless network problem would also help us to deliver them a better in-room entertainment and guest service solution."

"We needed to give them a WiFi solution that offered a consistent, high-speed connection, but it also had to be flexible, scalable and provide remote management capabilities," said Locascio. "The network would need to be able to grow with the needs of the hotel and not just become another piece of technology that they had to deal with."

Solutions and Benefits

To provide seamless high-speed WiFi connectivity in the guest rooms and throughout the Tachi Palace hotel, InnSpire deployed the Nebula Cloud Networking Solution, network switches and VPN firewall, including **NWA1302-AC 802.11ac Wall-Plate PoE Access Points** for in-room connectivity, **GS1920-24v2 24-Port GbE Smart Managed Switch, XGS4600-32F 28-port GbE L3 Managed Fiber Switch with 4 SFP+ Uplinks**, and **ZyWALL VPN300 VPN Firewall.**

"The reason we chose the Nebula system was because it is actually a scalable, hosted solution," Locascio explained. "There is no server onsite for their staff to manage and it gives us remote management capabilities and remote insight into the system in real-time. The ability to remotely monitor and manage the network enables us to make recommendations on bandwidth improvements as they scale over time."

"Zyxel offers a huge cost advantage, not just because of their cloud scalability and remote management capabilities, but it's just a much more cost-effective solution that is also much more operationally efficient," said Locascio. "Using Zyxel Nebula draws another whole set of operational and cost efficiencies along with it. The ability to manage the network remotely means we don't have to have people on site and Tachi Palace doesn't have to send technicians to guests' rooms to actually physically touch devices to resolve issues." He also explained that the ability to add and register access points to the network by simply scanning a QR code on the device eliminates the need to have technical expertise on-site making it simple to scale the network as needed to provide a better guest experience.

Locascio added that the deployment of the Zyxel Nebula system not only gave Tachi Palace a much more stable wireless network that worked much better for their guests, but it gave them extensibility into their conference spaces.

"Before the Zyxel network was installed, if guests using our conference space wanted access to the network they had to use Ethernet cables," Rojelio Morales, Director of Marketing at Tachi Palace said. "With the new wireless network, connectivity is immediate. It makes things a lot easier because we don't have to have our technicians constantly on standby to handle wiring, log-in or setup issues."

Sarmiento indicated that their staff now can work remotely throughout the hotel no matter log on with an iPad to check in guests or log in with their work phones and laptops. "With our old system, our staff wasn't using the network – they couldn't because we had to reserve it for our guests. The new network allows both our staff and guests to log onto the network and gives us plenty of bandwidth to accomplish our business goals."

Moreover, Sarmiento said gratefully that the fast, stable network opens up the possibility for new technology upgrades at the hotel. "The new network is so good that we're now looking into making our rooms smart rooms by adding technology such as automatic smart drapes and smart lights, things that would have been impossible with our old network."

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

NWA1302-AC • 802.11ac Wall-Plate PoE Access Point

- Provides wireless, wired and PoE connectivity with 802.11ac as well as a built-in Gigabit switch
- Compact design with a unique cable channel makes it to fit into all mounting places and saves space
- NebulaFlex™ gives the flexibility to switch between standalone and license-free Nebula cloud management
- Enterprise-class 2x2 802.11ac AP with smart antenna supporting combined data rates of up to 1.2 Gbps

GS1920-24v2 • 24-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
- Smart fan design offers silent operations in your office
- PoE models comply with IEEE 802.3at PoE Plus with high power budget

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N E T W O R K S

Products Used

XGS4600-32F • 28-Port GbE L3 Managed Switch with 4 SFP+ Uplinks
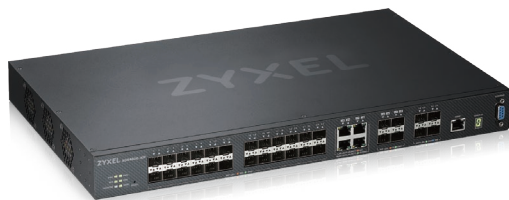
- Four built-in 10G SFP+ uplinks enable congestion-free, smooth data delivery for high-bandwidth applications
- Dynamic routing protocols such as RIP and OSPF
- Provides high-bandwidth with true physical stacking of up to 4 units
- L2 and L3 stacking capability to fulfill larger network deployment needs
- High resiliency with redundant power supply units

ZyWALL VPN300 • VPN Firewall

- Easy setup tunnel to the Amazon Virtual Private Cloud
- Robust hybrid VPN (IPSec/IKEv2 and L2TP over IPSec VPN)
- Comprehensive connectivity with hospitality and AP controller integrated
- Uninterrupted services with Multi-WAN Failover and VPN High Availability

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.