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Success Story

Zyxel Wi-Fi APs Provide Internet Access to Chain of German Conference Hotels

INDUSTRY	Hospitality	CUSTOMER	Göbel Hotel Group	REGION	Germany	SOLUTIONS	Zyxel wireless solution

Overview

Challenges

- Update and expand existing network
- Improve stability and bandwidth
- Provide seamless wireless connectivity for guests
- New network must be able to support video streaming services
- Provide uninterrupted service for business guests, conferences and meetings

Benefits

- Easy deployment with PoE
- Best security for SMBs
- Simple connections for digital cameras and projectors, as well as portable devices
- Expandable and scalable for growing businesses
- Secure and stable connectivity

Solutions

- Business Access Point
- Hotspot/Service Gateway Series

"Zyxel is now a recognized brand in the B2B sector with a great reputation and its leadership position in this sector is no accident.

Functionality, reliability, and a service that is always ready, as well as providing quick, accurate solutions are the arguments that have repeatedly convinced me to choose Zyxel."

Markus Göbel
CEO of the Göbel Hotel Group

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Background

The flagship of the Göbel Hotel Group, the 5-star castle hotel Prinz von Hessen, is located in Friedewald near Bad Hersfeld, Germany. The hotel boasts accommodations for 178 guests in 78 rooms and 14 suites. Together with the hotel's conference center, which features 10 meeting rooms for up to 500 participants, it is considered one of the best of the 250 conference hotels in Germany. After its completion in 1997, Markus Göbel acquired the hotel in 2002. Even then it was clear to him that having Internet access in the hotel and meeting rooms would be a necessity for most guests.

Challenges

Before discovering and switching to Zyxel, the Prinz von Hessen used B2B access provided by Internet service provider Swisscom, which sold Internet access and corresponding usage time slots to its guests. This was an expensive solution for both the hotel and its guests. Today, this is a model that is hardly conceivable. The first two questions guests usually ask are, according to Markus Göbel, "Do you have a room available?" and "Is there complementary Wi-Fi access?" Usually, within the first few minutes after walking into a room, new clients are connected to the network, because in addition to notebooks, smartphones, and tablets, very often projectors and digital cameras are linked via WLAN as well.

Moreover, the stability and data throughput of the

network must be constantly adjusted based on guest requirements. The hotel must ensure that during a meeting's coffee break, for example, several hundred users may retrieve their e-mails simultaneously. Also, the latest Internet streaming applications, such as Amazon Prime and Sky Go, require considerable bandwidth that was inconceivable until recently. At the same time, other difficulties might arise during meetings, such as a speaker is not able to receive his/her presentation material from the Internet during a seminar because other participants are taking up too much bandwidth. It therefore falls to the facility to provide stable, reliable, and robust network connectivity if they are to maintain their good reputation as a conference hotel.

Solutions and Benefits

Local IT professional Peter Aldinger recommended the services of Zyxel to the hotel, with which he maintains a close relationship with thanks to the almost 24/7 service availability and steady contacts over the last 13 years.

During daily operations while handling conferences and lodging guests, unexpected situations can occasionally arise that were not taken into consideration during the design and dimensioning stages of the network. Aldinger said Zyxel provides the best assurances to avoid these complications.

Zyxel offered the G4100 Hotspot/Service Gateway, a device that completed both the billing and printing of access data with just a single button push. For the hotel staff, this was a welcome addition because Internet access could be provided easily and without delay.

Currently, 35 Zyxel business access points, 21 network

security cameras, and 13 cash registers all operate within the same network in Göbel's flagship hotel, Prinz von Hessen. In this regard, the network in the hotel is currently the most up-to-date. Various other projects at different locations are already being planned, almost all of which are using hardware from Zyxel. One reason is the easy maintenance of hotspots. It is possible to use LEDs to see the status of the access points intuitively. In the event of any problems, one can easily re-start the access point via the network.

It has been a long road to integrate the equipment currently in use with dual-band hotspots and provide high bandwidth. The network at the Prinz von Hessen Hotel has grown organically over the years, together with its guests' requirements. Other options, such as providing wireless connectivity in quiet areas such as the spa using hardware provided by Zyxel, are now easily configurable.

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Suggested Product

NWA1123-AC • 802.11 a/b/g/n/ac Dual-Radio Ceiling Mount PoE Access Point

- Ceiling-mount design with best interior wireless performance
- High-density with high-quality user experience
- Easy RF planning with same 2.4 GHz and 5 GHz signal coverage
- Multi-operation flexibility and practical business features

UAG4100 • Unified Access Gateway

- IEEE 802.11 a/b/g/n dual-radio (2.4 GHz and 5 GHz) design
- Supports 200 concurrent users by default and up to 300 via license upgrade
- Integrated account generator, Web-based authentication portal and billing system
- Supports external RADIUS servers
- Per account bandwidth management
- Built-in WLAN controller (supports 8 APs by default and up to 16 APs via license upgrade)
- SP350E Service Gateway Printer enables one-click account and billing generation
- SMS ticketing with ViaNett protocol support

About Zyxel Communications

Focused on innovation and customer-centricity, Zyxel Communications has been connecting people to the Internet for nearly 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.