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Success Story

Hotel Spits Service to Guests and Staff with Zyxel VPN Solution

INDUSTRY	CUSTOMER	REGION	SOLUTIONS
Hospitality	Ramada Bursa Nilüfer	Turkey	VPN Solution

Overview

Challenges

- Create separate networks for use by the staff and the guests
- Ensure secure Internet access and logging all traffic at user and IP address level

Solutions

Zyxel VPN Solution

Benefits

- Networks for the staff and guests were separated with VLANs
- Guest's devices were isolated from each other with Layer 2 Isolation
- The Opera software used in the hotel was integrated with PMS to allow the guests to access Internet using guest's last name and room number as authentication.
- With bandwidth management (BWM), guests' bandwidth was limited at user level
- Content filter, IDP, antivirus, anti-spam, and AppPatrol were activated for both the staff network and the guest network, allowing secure Internet access
- In compliance with Turkey's Law No. 5651, all traffic is logged at user and IP address level

"We wanted to separate the network used by the staff from the network used by our guests, ensuring secure Internet access while also maintaining the legally mandated access logs. Zyxel and their business partner, MEB Bilgisayar, developed a project with the most suitable hardware and software for our hotel and implemented this project with successful planning. We now have peace of mind as Zyxel solutions were used."

Can Kocak
Hotel Manager, Ramada Bursa Nilüfer

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Background

The Ramada Bursa Nilüfer Hotel is located in the leisure and commerce center of Bursa, Turkey. The hotel opened its doors to guests in August 2017. Many guests are drawn to the hotel by its convenient proximity to the city's historical and tourist sites, as well as its accessibility, comfort, and great service. The hotel features four suites with various concepts, nine connections, one room for guests with disabilities, and 70 standard rooms, many of which have balconies. Facilities offered guests include LCD HD TVs and high-speed WiFi connections.

Challenges

Hotel management needed to separate Internet access for staff and guests while providing secure Internet connections for all. Turkey's Law No. 5651 also required the hotel to log the Internet traffic of both the guests and staff.
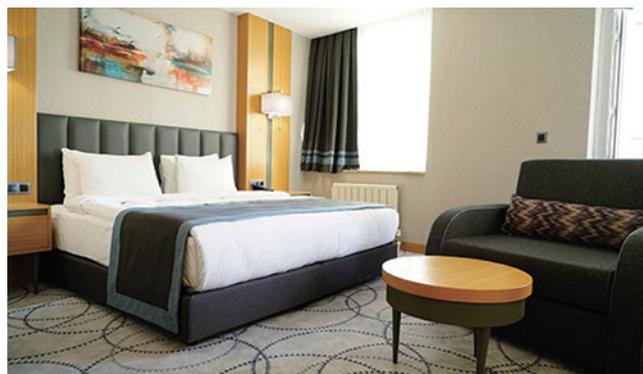
Solutions and Benefits

Zyxel provides the solution required by Ramada Bursa Nilüfer Hotel with the assistance of local ZyPartner MEB Bilgisayar. Staff and guest networks were separated with VPNs and guest devices were isolated via Layer 2 Isolation. Opera software was integrated with PMS, enabling Internet access for guests using their room numbers and last name for verification. The guest bandwidth became manageable at user level. Content filtering, IDP, antivirus, anti-spam and AppPatrol services were activated, enabling both staff and the guests to enjoy secure connectivity. It was also new possible to log all Internet traffic at the individual and IP address level, as required by Law No. 5651.

"As a Zyxel business partner, we are implementing the most advanced solutions in the tourism and hotel management industry, as well as other business lines," explained Mustafa Nur, general manager at ZyPartner MEB Bilgisayar. "We are extremely happy and proud that we were able to implement the technological infrastructure required by Ramada Hotel, one of the newest and most beautiful hotels in Bursa, Nilüfer."

Ömer Faruk Erünsal, Zyxel Senior Product and Business Development Manager, outlined the company's approach to the project. "The Ramada Hotel had requirements that were common to all corporate clients," said Erünsal. "We managed to fulfill these needs as we have done on numerous occasions by applying Zyxel solutions, experience, and technologies. By providing the necessary analysis, we were able to formulate a solution that covered all floors, as well as indoor and outdoor areas. As a result, Ramada Hotel staff and guests are now able to access a secure Internet connection. In addition, simple management as well as remote and on-site support provided 24/7 by Zyxel Turkey gives us the ability to intervene with any problems our customers may encounter."

Ramada Bursa Nilüfer Hotel now provides a secure and manageable Internet infrastructure to its staff and guests, while complying with Turkey's Internet regulations.

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Products Used

USG1100 • Next-Gen Unified Security Gateway Extreme Series

- UTM Firewall for medium and large-sized businesses and campuses
- Anti-malware protection with Anti-Virus, Anti-Spam, Content Filtering 2.0, IDP, Application
- Patrol and SSL inspection
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity and VPN High Availability (HA)
- Unified security policy
- Device HA Pro ensures smart handover
- Hotspot management is supported
- Facebook WiFi, Intelligence social media authentication

NXC2500 • Wireless LAN Controller

- Auto provisioning and centralized management of up to 64* APs
- Zyxel Wireless Optimizer for easily planning, deployment and maintenance
- Advanced ZyMesh technology for simplified AP deployment and WLAN extension
- Enhanced RF management with auto healing
- Flexible traffic forwarding with tunnel and distributed modes
- Comprehensive guest network management and granular access control

*Management of 64 APs is supported with firmware version V4.10 or above

GS1920-24HP/48HP • 24/48-port Gigabit Smart Managed PoE Switch

- Easy to manage rich L2 features with user-friendly Web browser-based management GUI
- Supports PoE+ standard to offer 30 W per port and a high PoE power budget of 375 W
- Provides up to 28 Gigabit copper ports for 24-port models, and up to 6 Gigabit fiber ports for 48-port models to future-proof your network for growth
- Supports ZON Utility and Smart Connect to simplify network management and maintenance

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WAC6103D-I • 802.11ac Dual Radio Dual-optimized Antenna 3x3 Access Point

- "Dual-optimized" antenna allows pattern optimization adapting to wall- or ceiling mount installation
- 3x3 802.11ac supports combined data rates of up to 1.75 Gbps
- Load balancing on both standalone and managed modes
- Dual image supports for reliable WiFi connectivity
- Zyxel One Network for standalone AP management

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.