ZyXEL

Success Story

U.S. Company Intech Systems of South Carolina Boosts Holiday Inn Wireless with ZyXEL Solution

"ZyXEL's wall-plate APs and managed switches offered all the features we were looking for in the solution, along with the best price performance hands down out of all the solutions we considered."

Don Connell
Senior Field Engineer for Intech Systems

Overview

Customer Name
Holiday Inn in South Carolina

Customer Industry
Hospitality

Challenges
Provide high-performance Wi-Fi to all hotel guests

Solutions
• Wall-Plate Unified Access Point
• 24-port PoE Switch with GbE Uplink

Benefits
• Offers a convenient, all-in-one box access with provision for phone, wired and wireless connectivity
• Easy management and reporting features
• Reliable solution with best-in-class price performance
• Responsive and knowledgeable support

Challenges

Intech Systems relies on a detailed site survey before designing a Wi-Fi solution. According to Intech Systems, the majority of hotel guests accessing hotel Wi-Fi networks are using mobile devices with low-power Wi-Fi. So, even though signal from an AP reaches guests' mobile devices, the reverse signals may fall sort. For this reason, deploying high-powered APs in not enough. Newer Wi-Fi deployments need a higher density of APs spread throughout the coverage area. This further puts pressure on the budget of cost-conscious hotel management. Intech has had experience with several wireless technology vendors including ZyXEL. Post due-diligence, Intech concluded that ZyXEL equipment exceeded their performance and budget requirements.

Background

The growing use of multiple mobile devices has increased the dependence on Wi-Fi access. Hotel chains like Holiday Inn are setting higher standards for acceptable Wi-Fi signal strength to keep guests happy. Most hotels require signal strength of 4 bars or more for acceptable service. When the management of a Holiday Inn in South Carolina was ready for a Wi-Fi upgrade to their three-story, 100-room facility, they approached Intech Systems of South Carolina for a solution.

Intech Systems is a leading IT and telecommunications provider for the hospitality industry. In business since 1991, Intech Systems professionals have years of experience provisioning voice, data, high-speed Internet, networking and video surveillance solutions.

Solutions and Benefits

Intech Systems determined that for best in-room Wi-Fi coverage for Holiday Inn guests, they needed to deploy APs inside the rooms. The signal from mobile phones couldn't reach APs in the hallway. ZyXEL wall-plate form factor access points NWA5301-NJ offered the perfect solution. Intech Systems installed ZyXEL's wall-plate APs in the outlet by the desk in each room that was already wired for Ethernet. The solution was very efficient, requiring no additional wiring. The ZyXEL AP also has provisions for wired connection and phone jack—providing an all-in-one box for phone, wired and wireless Internet connectivity. Each AP provided Wi-Fi coverage to nine adjacent rooms.

Intech Systems also used ZyXEL managed PoE+ Ethernet switches ES3500-24HP to connect and manage all the wall-plate APs that are PoE as well. ZyXEL managed switches with PoE+ are capable of powering all 24 ports, allowing Intech Systems to connect the switch to 24 APs without any additional equipment. The switches are loaded with sophisticated management features that enable Intech Systems to configure, manage and troubleshoot the network remotely—anytime from anywhere. Additionally, Intech Systems is able to manage and monitor each port individually, so only the problem APs could be reset while leaving the remaining Wi-Fi service intact. These management features allow Intech Systems to be more responsive to Holiday Inn customers as well as offer better quality service.

Holiday Inn's new Wi-Fi deployment by Intech Systems has been performing exceedingly well, offering guests a great Wi-Fi experience in the rooms, lobby and everywhere they could expect to have Wi-Fi coverage. The wall-plate APs are performing reliably and the managed switches have put Intech in complete control of the network 24/7.

Products Used

NWA5301-NJ
802.11 b/g/n Wall-Plate Unified Access Point

- Unique mounting dock design that fits the majority of outlet boxes in the world
- Punch-down Ethernet interface for significantly reduced installation efforts
- 2.4 GHz 802.11n technology providing data rates of up to 300 Mbps
- High-gain antenna that optimizes Wi-Fi services for mobile devices
- Extending phone and IPTV services with integrated interfaces
- LED suppress mode for comfortable room services
- Layer-2 isolation to secure personal data from leaking

ES3500-24HP
24-port FE L2 Switch with GbE Uplink

- 16 K MAC address table
- Policy-based QoS optimizes multi-service quality
- IGMP snooping v1, v2, v3, MVR
- Multilayer (L2/L3/L4) ACL suite for security protection
- High redundancy and resilient architecture with RSTP and port trunking
- Intuitive Web-based management with all features configurable
- IPv6 management support
- IEEE 802.3at PoE Plus standard
- Enhanced energy efficiency with PoE consumption mode