



## Success Story

### Dutch Hotel Chain Meets Customer's Wireless Needs with ZyXEL Solution

**"By using this high-tech solution, we can offer our guests effective free Internet access while remaining prepared for the future."**

**Marianne van der Sterren**  
HR/IT manager of Bastion Hotels



#### Overview

##### Customer Name

Bastion Hotels

##### Customer Industry

Hospitality

##### Challenges

- Create a stable and easy-to-access wireless network for hotel guests
- Networks must cater to the needs of various guests in different locations
- Network must service a wide variety of mobile devices
- Provide high-speed connections for streaming and bandwidth-intensive activities
- Signal coverage extends from the guest rooms to common areas

##### Solutions

- 802.11 a/b/g/n dual-radio unified access points
- Wireless LAN controller
- Smart Managed power-over-Ethernet switches
- Unified Security Gateway

##### Benefits

- Dual-signal APs provide stable connections to large number of users
- APs blend well into surroundings
- Good value for investment
- High guest satisfaction due to fast speeds, excellent coverage and easy connectivity.
- 24/7 support from solution partner
- Excellent security and threat management via USG firewall

#### Background

The hotel chain with the motto, "Eat Well, Sleep Well", Bastion Hotels operate a corporate headquarters and 31 individual hotels of various sizes throughout the Netherlands, from Groningen in the north to Limburg in the south. Hotels in the Bastion chain service a wide range of customers depending on location, so each hotel must be equipped to provide for the unique needs of its guests.

#### Challenges

Because guests nowadays arrive at hotels with many different mobile devices for both business and leisure, it is important that all these devices can be used simultaneously with sufficient speed on the hotel's wireless network. Marianne van der Sterren, the HR/IT manager of Bastion Hotels, knew exactly what was needed to provide the level of network service customers demanded: Wi-Fi from dual-radio access points, allowing more devices to connect via two radio bands.

For example, at the Bastion Hotel Rotterdam Rhoon, many guests work at the ports of Rotterdam, and their hospitality requirements differ significantly from those at the Bastion Hotel Den Haag/Rijswijk, which caters primarily to business guests.

Additionally, access points must produce a very strong signal so guests can connect easily from anywhere to the high-speed network. "It should not make a difference whether you are in your room or in the lobby next to someone watching a movie through Netflix or some TV program; all guests must have the same speed and the same amount of bandwidth via Wi-Fi."

ZyXEL has been working with solutions partner SBit in the hospitality industry for about 10 years, and SBit is especially focused on large chains and individual hotels. To better help Bastion Hotels, SBit came up with a proposal to upgrade its Wi-Fi network. Among the important requirements were that the Wi-Fi network be built in-house, work flawlessly, and provide Wi-Fi for all guests free of charge. Bert-Jan Evers, the sales manager at SBit together with Van der Sterren, looked at a Wi-Fi solution SBit previously delivered at another hotel group. This was exactly what Bastion Hotels wanted and the benchmarking favored SBit.

## Solutions and Benefits

In order to provide wireless Internet connections to as many guests as possible, SBit installed NWA5123-NI 802.11 a/b/g/n dual-radio unified access points. In many cases, an access point can only handle a maximum of twenty-five users. With these ZyXEL access points, as many as one hundred users can be serviced by each AP thanks to its dual radio.

ZyXEL in this case, it is convenient to have the configuration and hardware match each other. Thanks to this compatibility, Bastion not only installed access points from ZyXEL, but also firewalls, switches and wireless LAN controller.

With the NXC5500 wireless LAN controllers management can see at a glance which access points are offline. It also offers Dynamic Channel Selection (DCS), whereby an access point can select the most convenient channel.

The redundant wireless LAN controllers control as many as 750 access points at the various locations from SBit's own hosting center. For each hotel there are an average of twenty-four access points, two XGS/GS1910 GbE smart managed PoE switches, a USG50 unified security gateway acting as a VPN firewall and a public internet gateway. Depending on the building and its structure, a hotel with 60 rooms requires on average about 11 access points. An additional advantage of ZyXEL access points is that they can be placed in sight because they look like smoke detectors, blending nicely into the hotel rooms while providing better coverage and performance.

Evers said, "We have specific knowledge of the 24/7 hospitality market, and we provide added value by not only delivering ZyXEL solutions, but also by offering advice, implementation, and maintenance. In 95 percent of all cases, we selected products from ZyXEL." By working together with Van der Sterren of Bastion Hotels, Evers determined what the best solution would be and chose a series of products from ZyXEL.

According to Evers, ZyXEL products are perfectly suited for hotels because the value-for-money is appropriate and service is quick and efficient. When there are problems with certain devices, ZyXEL will troubleshoot the issues immediately. If a firmware or software update of certain device is required, ZyXEL will handle it quickly. Evers emphasizes that no problems have occurred as of yet, but if it is needed, it is nice to know that issues will be resolved as soon as possible. Evers continued, "The implementation at each hotel is done within a day. The guests hardly notice the downtime because SBit fully configures the new Wi-Fi first, then switches off the old Wi-Fi. The new network is operational immediately".

Currently, 30 hotels have upgraded their Wi-Fi networks, as well as the corporate headquarters where Wi-Fi has been installed in the meeting center. Bastion Hotels now have the most up-to-date solution based on the latest technology—in other words, exceptional coverage due to sufficient number of access points, high-speed Internet access and consistent bandwidth for all guests. The results are very positive and guests are no longer complaining about poor or unreliable wireless connections.

## Product Used



### NXC5500 Wireless LAN Controller

- Centralized WLAN management and auto provisioning
- Manages up to 512 APs with granular access control
- ZyMesh simplifies complex, inconvenient cabling Wi-Fi Deployments
- Comprehensive features for WLAN performance optimization and always-on Wi-Fi connectivity
- Wireless LAN performance optimization via dynamic channel selection and load balancing



## **NWA5123-NI** **802.11 a/b/g/n Dual-Radio** **Unified Access Point**

- Ceiling and wall mountable
- Plenum rated housing
- 2-in-1 standalone/managed AP design
- CAPWAP management supported
- 2.4 GHz and 5 GHz concurrent dual-band
- High-performance RF technology: Tx Beamforming and Rx Maximum Likelihood Demodulation (MLD)



## **GS1910-24HP** **24-port GbE Smart Managed** **PoE+ Switch**

- Advanced Smart GbE L2 ACL switching features
- 48 Gbps non-blocking switch fabric
- IEEE 802.3at Power over Ethernet Plus Supports IPv6



## **XGS-4526** **24-port GbE L3 Switch with** **10GbE Uplink**

- Fully managed Layer 3 switching solution
- High performance switching with 10GbE uplink connectivity
- Resilient networking with RSTP, MSTP, MRSTP, ECMP and VRRP support
- RIP, RIPv2, DVMRP and OSPF for advanced routing applications
- Advanced security with multilayer (L2/L3/L4) ACL, Guest VLAN and CPU protection
- CoS, DSCP, IGMP snooping v1, v2, v3 and MVR for convergence



## USG50 Unified Security Gateway

- Hybrid VPN
- Content Filter
- Endpoint Security Check
- User-Aware Policy Engine
- Bandwidth Management
- USB for support 3G dongle
- Windows 7 ready

### **About ZyXEL Communications**

ZyXEL Communications Corp., founded in 1989 and headquartered in Taiwan, is the leading provider of complete broadband access solutions. As one of the early modem manufacturers, ZyXEL has gone through transformations in the fast-paced networking industry. Delivering cutting-edge communications innovations to more than 400,000 businesses and more than 100 million consumers throughout the world, today ZyXEL is one of the few companies in the world capable of offering complete networking solutions for Telcos, small to medium-sized businesses, and digital home users for a wide range of deployment scenarios. Telco solutions include Central Office Equipment, Customer Premise Equipment, Wired and Wireless Access Network Devices, and Carrier Switches. SMB and Enterprise solutions include Unified Security Gateways, LAN Switches, WLAN, and IP Telephony. Digital Home solutions include Network Connectivity Devices and Multimedia Solutions.

The company has 1000 employees and distributors in 70 countries, reaching more than 150 regional markets. The ZyXEL Communications Corp. includes 35 subsidiaries and sales offices and two research and development centers worldwide. For more information, visit the company's Website, <http://www.zyxel.com>.

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