



## Success Story

### Zyxel Nebula Solution Brings Best-in-Class Cloud Networking to New Condominium Hotel SotoGrande Katipunan



Hospitality

INDUSTRY



SotoGrande  
Katipunan

CUSTOMER



The  
Philippines

COUNTRY



Zyxel  
Nebula  
Solution

SOLUTION

## Overview

### Challenges

- Hotel owner found it necessary to centrally monitor their network system, but it was not possible under the existing system
- Complete replacement of the existing system with a new cloud technology with the best prices available and the best supportability
- The old system was hard to manage for their engineers and employees
- Replacement should be reliable and easily scalable for upcoming rapid future expansion

### Results

- A reliable cloud management platform that gives users detailed network monitoring and analysis in real time along with mobile apps for remote maintenance and accessibility
- VPN firewall with over 500 concurrent device login capability
- 62 access points for seamless network connectivity from anywhere in the hotel
- More reliable guest WiFi access management and portal authentication
- User friendly GUI for hotel engineers and staff
- Timely and comprehensive support for SI partner such as creating BOM and on-site configuration assistance

### Solution

- Zyxel Nebula Solution

### Summary

The SotoGrande Katipunan is a newly constructed building and the newest addition to the SotoGrande Hotel and Resort. It is a 16-story luxury condominium hotel with state of the art amenities like a fully equipped gym, function room, swimming pool, café and mini bar. With over 480 guest rooms, the hotel needed a comprehensive networking solution able to cover the entire area of the hotel and allow concurrent device login for all guests and employees. The hotel decided to use Zyxel Nebula solution to build their own cloud management system. Our solution easily helped the hotel to solve their problems and streamline the network management.

## Background

Situated in Quezon City, Sotogrande Katipunan is a distinguished residential tower of the leading real estate developer Sta Lucia Group in the Philippines. The newly-constructed building contains a 16-story condominium hotel that accommodates 480 guest rooms as well as up-to-date amenities including gym, function room, swimming pool, café and mini bar. The hotel was designed to give travelers and businessmen a modern refuge in Metro Manila with top-grade amenities and services. Quality of WiFi access has become an important index when it comes to evaluating a hotel's facilities. Therefore, building a stable and seamless WiFi network is essential to the hotel management.

## Challenges

The hotel initially had 50 APs from a competitor installed in the building which could not be centrally managed. Therefore, they decided to replace them with a new system. With over 480 guest rooms, the solution needed to be able to cover the entire area of the hotel and allow concurrent device login for all of them. Before replacement, they wanted to make sure the new system was easy to manage system for their onsite staff. They need an easier way to monitor and maintain their system in real time. However, the hotel found it hard to find an ideal solution that met all the requirements – reliability, scalability, future-proofing and cost efficiency until their SI partner recommended Zyxel's Nebula solution.

## Solutions and Benefits

Thanks to Nebula Cloud, the end result was a true cloud management platform that gives the end user detailed network monitoring and analysis in real time along with mobile apps for remote maintenance and accessibility. The Nebula Control Center (NCC) enabled an easy to deploy system with zero touch provisioning and user friendly GUI for hotel engineers and staff. This helped to save configuration time at large. Furthermore, the Zyxel Philippines team provided free technical training for staff who will be doing management service, and comprehensive support for their SI partners no matter on-site configuration assistance or creating BOM. With the Zyxel Nebula solution, the hotel successfully upgraded their system like a breeze.

Besides NCC, the whole system included 63 **NWA1123-ACv2 802.11ac Dual-Radio Ceiling Mount PoE Access Points**, **VPN300 VPN Firewall**, **XGS1930-28 Smart Managed Switch with 10G Uplink**, and 3 **GS1920-24HPv2 24-Port GbE Smart Managed Switches**. The APs feature load balancing to improve quality of service and maximize bandwidth utilization. The VPN300 was used as a controller, supporting up to 500 concurrent device logins. The XGS1930-28 switches used as the core of the network together with GS1920-24HPv2



PoE switches featured cloud manageability and high-speed Gigabit connectivity.

Additionally, the hotel deployed Zyxel's Hotspot Management software to manage all the network hotspots from one place effectively. The software features advanced billing feature that generates user accounts and passwords for internet access with just a press on the device button. Moreover, the software allowed the hotel to specify certain sites or display advertisements that are accessible without agreeing to the terms. The guest login pages can be customized for internal captive portal usage, or set up links to direct users to external login pages.

The new system helped the company benefit from reducing operating costs, maintenance time, and more efficient network management. Most importantly, the hotel was able to increase guest satisfaction with the new high-performance WiFi network. The hotel visitors and staff can now access internet from anywhere smoothly and securely in the hotel. Last but not least, with the Zyxel Nebula solution in place, the hotel finally has their own cloud management platform and can monitor the entire network easily and effectively.

## Products Used

### NWA1123-ACv2 • 802.11ac Dual-Radio Ceiling Mount PoE Access Point



- NebulaFlex™ gives you the flexibility to switch between standalone and license-free Nebula cloud management
- Nebula cloud management allows easy deployment, real-time configurations, and access to all your access points at anytime
- 802.11ac 2x2 supports a combined data rate of up to 1.2 Gbps
- Compact ceiling-mount design with optimized RF performance
- Robust build quality including solid-state capacitors to ensure long life and operational reliability

### 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

### ZyWALL VPN300 • VPN Firewall



- Supports Amazon VPC/ Microsoft Azure for nowadays VPN environment
- Robust hybrid VPN (IPSec/IKEv2 and L2TP over IPSec VPN)
- Comprehensive connectivity with hospitality (VPN100/300 only) and AP controller integrated
- Uninterrupted services with Multi-WAN Failover and VPN High Availability

## Products Used

### GS1920-24HPv2 • 24-Port GbE Smart Managed Switch



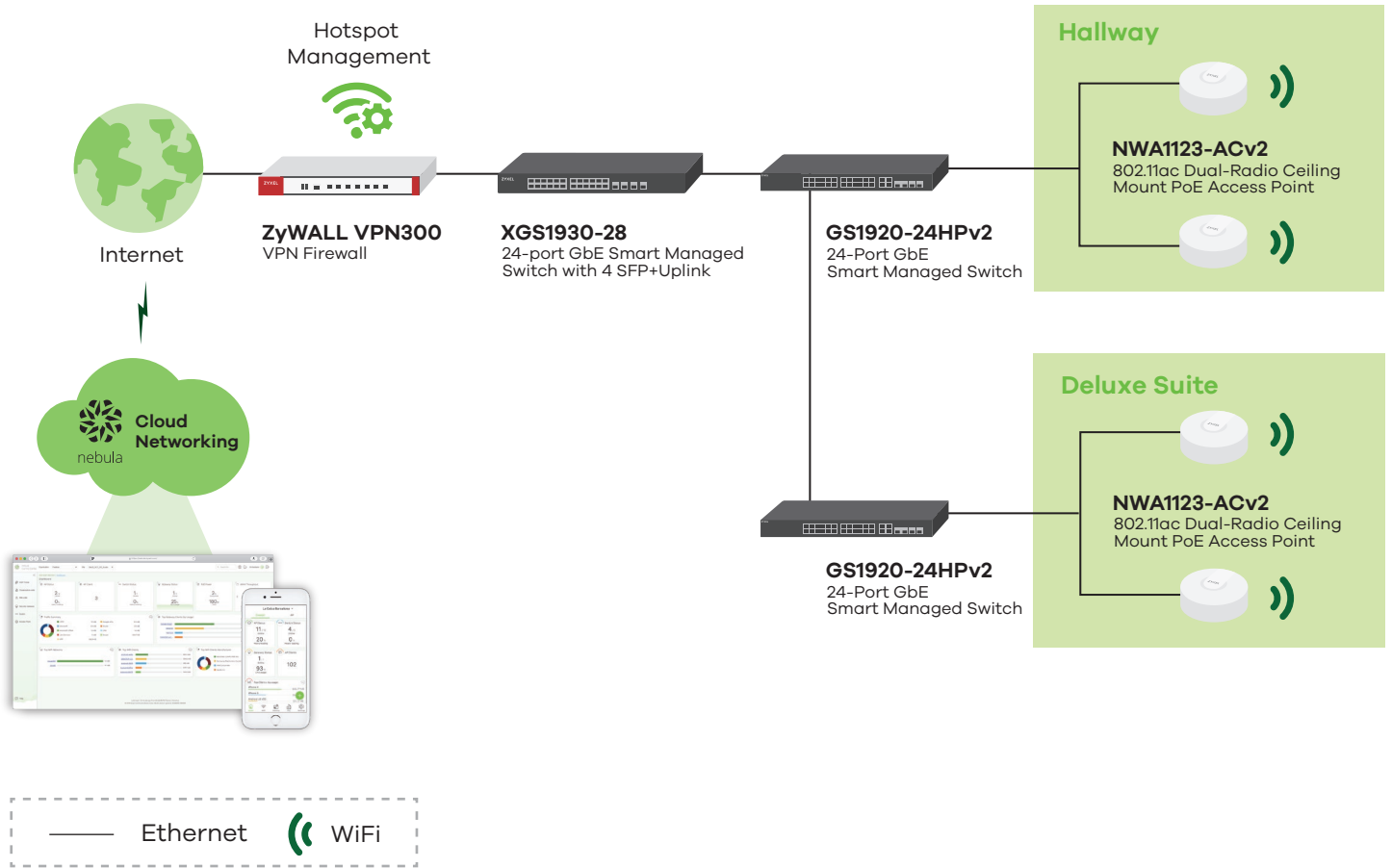
- Up and running in minutes — supports NebulaFlex™ Technology to shift between standalone and License Free Nebula cloud flexibly
- Standalone: Easy management and setup with web-based GUI
- Nebula Cloud: Nebula allows simple deployment with agile network management
- Unique port combinations futureproof the network
- Smart fan design offers silent operations in your office
- PoE models comply with IEEE 802.3at PoE Plus with high power budget

### XGS1930-28 • 24-port GbE Smart Managed Switch with 4 SFP+Uplink



- Four high-speed 10G fiber slots
- 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
- User-friendly wizard support
- Smart fan design offers silent operations in your office

## Diagram



### 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.

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