Hotel dei Congressi

Upgrading Network Speed, Security, and Guest Satisfaction at Italian Hotel

Customer at a glance

Customer Name
Hotel dei Congressi

Industry
Hospitality

Organization Size
105 guest rooms,
6 conference rooms

Location
Rome, Italy

Customer Background

At Rome's Hotel dei Congressi, hospitality, modernity, and connectivity are brought together to guarantee tourists a dream stay. When heading out, visitors have convenience access to the city's historic center – and when staying in, the high-performance WiFi makes the hotel ideal for working and events, be they meetings, seminars, or conventions. With a capacity for 400 people, the event center's six rooms each features a projector and a screen, flipcharts on request, and an audio-video system.

Hotel dei Congressi

"By working with Sysdat Turismo and adopting Zyxel's Nebula solution, all our project needs have been met, and the customer satisfaction of our guests has risen, too."

**Alessia Ruggieri
Director, Hotel dei Congressi, Rome**

Summary

To maintain its position as a go-to venue for conferencing needs, the hotel turned to system integrator Sysdat Turismo to improve its network infrastructure, from security to wireless access to connectivity performance. Critically, it needed to protect guests' data, separate guest networks from the internal staff network, filter malicious content, and comply with GDPR standards. Besides, it required revamped wired infrastructure to support WiFi 6 for smooth connectivity in the medium-high density environment, even during large events. Zyxel solutions were chosen as they could meet all these needs. In particular, Nebula offers simple and intuitive cloud-based network management. It allows centralized control of all Nebula-compatible devices including APs, smart managed switches, and UTM firewalls without complex management. "Nebula also guarantees constant visibility and remote monitoring, so we can intervene in real time to resolve security threats," said Andrea Costa, Sales Executive at Sysdat Turismo. Zyxel's USG FLEX 500 firewalls were adopted to defend against evolving cyberthreats. Armed with advanced anti-malware technology and multi-layer protection against multiple types of threats, the firewall empowers admin to restrict inappropriate web access and application usage. The hotel is satisfied with the new network for its superb reliability and stability as well as remote network management. After the deployment, the hotel has received a barrage of positive reviews for the WiFi service from its guests.

Challenges

• Provide separate networks for guests and internal use, and guarantee strong protection and GDPR compliance
• Revamp the wired network to be futureproof, with support for WiFi 6 technology
• Build a seamless wireless network and ensure it's able to support a high number of clients and event needs across all conference rooms

Benefits

• Reliable, seamless WiFi access in the high-density environment
• Intuitive, centralized network management and high visibility of network activity
• Multi-layer protection and high precision threat detection safeguard both internal and guest networks

Product used

• USG FLEX 500 UTM Firewall
• NWA210AX 802.11ax Access Point
• GS1920 Series Smart Managed Switch