

Palace Grand Hotel Varese

Wireless Network Brings Modern Convenience to Historic Italian Hotel

Customer at a glance



Customer Name

Palace Grand Hotel Varese



Industry

Hospitality



Organization Size

112 guest rooms and 8 meeting rooms



Country

Italy



Customer Background

The century-old Palace Grand Hotel in Varese is nestled conveniently between Milan and Lake Maggiore, providing guests a relaxing stay and allowing them to experience both Italy's nature and culture. Designed over a century ago in perfect harmony with the surrounding Colle Campigli park, the hotel has 112 bright and spacious guest rooms as well as eight meeting rooms that boast cutting-edge tech and conference facilities and can accommodate up to 250 people.



"We've been most impressed by the Nebula cloud networking solution, especially how it allows you to check and manage access points, switches, and firewalls, and to deliver support in real time if necessary."

Salvatore Piraneo
Owner, PSoft sas

Summary

A historic building dating to the early 20th century, the Palace Grand Hotel Varese clearly wasn't designed for WiFi. Its six stories of thick brick walls severely limit wireless signals, but management knew it needed to deliver the speeds and stability expected in modern hotels – not just to guest rooms but meeting rooms and public areas, too. The hotel turned to its SI partner PSoft and they designed a complete overhaul. For security, Zyxel's USG FLEX 700 UTM Firewall, compliant with GDPR requirements, was deployed to manage the internal and guest networks, and provide active network protection with UTM services. Next, NWA1123-AC PRO access points were installed in the false ceilings, bringing coverage to all 112 suites and guest rooms. The APs also deliver strong signals to facilities in the park outside, such as the restaurant and tennis courts. Meanwhile, in high-density environments like the hall, restaurant, and meeting rooms, WAC6503D-S APs were used to ensure stability. All APs are powered by GS1920 Smart Managed PoE Switches, which feature primary and backup connectivity to prevent dropouts. Aside from enjoying the day-and-night change in connectivity, the switch enables the hotel to diagnose and update firmware of the APs anytime via the web or the Nebula Control Center.

Challenges

- Improve weak WiFi coverage and connection quality caused by structural barriers, particularly thick walls
- Ensure high-quality wireless throughout the hotel, including high-density areas
- Provide efficient, easy-to-use network management that also meets strict security and GDPR standards

Benefits

- Seamless WiFi coverage and stable connections both indoors and in a vastly expanded outdoor coverage area
- Connectivity and network management problems a thing of the past thanks to Nebula, thus enhancing the guest experience and employee work efficiency
- WiFi services provided to a total 19,000 guests during the peak summer season alone

Product used

- USG FLEX 700 UTM Firewall
- NWA1123-AC PRO/WAC6503D-S 802.11ac Access Point
- GS1920v2 Series Smart Managed PoE Switch