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Success Story

Zyxel Nebula Improves Network Connectivity and Reliability, Streamlines Patient Care in Assisted Living Facility

Managed Service Provider
INDUSTRY

DigitalBay LLC
CUSTOMER

Onalaska, Wisconsin
REGION

Managed WiFi Solution
SOLUTIONS

Overview

Challenge

Finding a reliable, long-range, high-speed wireless network infrastructure

Benefits

• Fast and easy deployment
• Cloud Management
• Simple licensing model
• Premium performance with greater capacity and more coverage through smart antenna technology
• Reliable wireless connectivity
• Enterprise security

Solution

Zyxel Nebula Network Management Solution - includes a comprehensive portfolio of high-performance 802.11ac indoor and outdoor wireless access points, security gateways, and managed Gigabit Ethernet Switches

"It's been night and day compared to the other products we've used in the past. Once we installed the Nebula access points, the entire network changed. They had connectivity throughout the building."

Brenton Twite
General Manager for DigitalBay

DigitalBay LLC - Onalaska, Wisconsin

Established as a telecommunications company in 2010, DigitalBay LLC has evolved from installing and managing telephone equipment into a leading provider of video security equipment, access control technologies and innovative alarm systems, according to President Jay Twite. Jay explained that he was introduced to Zyxel through some industry colleagues. "Other people in the group had used their products and had positive stories about working with Zyxel," he stated.

SpringBrook Assisted Living

Established in 2006, SpringBrook Assisted Living offers a full continuum of 24-hour care to its residents. Apartment homes, assisted living residences, memory care, and advanced age studios are provided. Their two facilities, SpringBrook Community of Onalaska in Wisconsin and Spring-Brook Village of La Crescent in Minnesota, provide their residents with a full assortment of on-site amenities including lounges, dining rooms, fitness centers, activity rooms, theaters/chapels, therapy pools, and salons

According to Lisa Kulas, director of SpringBrook Village of La Crescent, the facility has about 50 staff members to support the residents living in the facility's 11 independent living, 25 assisted living, and 44 memory care apartments. She explained that the wireless network is critical in supporting the various electronic charting, communication, and security systems employed by the facility. "If we didn't have [a reliable network], we wouldn't be able to successfully run our building here," she stated.

Tabitha Wisted, Resident Care Assistant, discussed the importance of a fast, reliable wireless network to support the facility's Notify system. "When a resident presses their call button, whether it's because they need a glass of water or if they fell and broke their hip, it goes through the wireless connection and comes to our phones." SpringBrook also uses the Wander Guard system, which depends on the wireless network to alert the staff when a person with memory issues tries to wander away from the property.

The Need

A Reliable, Long-Range, High-Speed Wireless Network Infrastructure

SpringBrook hired DigitalBay LLC, a leading provider of video security equipment, access control technologies and innovative alarm systems, to design and install the network infrastructure during the construction of the La Crescent facility. According to Jay Twite, president of DigitalBay, his company was already working at the time with SpringBrook fixing major network issues at the Onalaska property.

DigitalBay General Manager Brenton Twite explained that the SpringBrook facility in Onalaska had major issues with their local network. "The WiFi was going down every day," he said. "The local IT company would have to connect in and reset the access points every day. It was a big issue and it's not normal for a company to have to do that."

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The Solution

Zyxel Nebula Network Management Solution

Jay explained that he was introduced to Zyxel and the Nebula Solution through an industry group that compares best practices among companies the same size or larger than DigitalBay. "I was extremely impressed by their product and capabilities," he stated.

Brenton said they replaced the access points at the Onalaska facility with Zyxel Nebula access points. "It's been night and day compared to the other products we've used in the past," Brenton explained. "Once we installed the Nebula access points, the entire network changed. They had connectivity throughout the building. They no longer had to reset the access points every day. In fact, we haven't had any calls about the WiFi since we installed the Nebula access points."

Alex Twite, operations manager for DigitalBay, stated, "Deploying the APs is super seamless and simple. You simply scan the QR code and then install it. I love the way that Zyxel really has made it quick and easy to deploy the Nebula system."
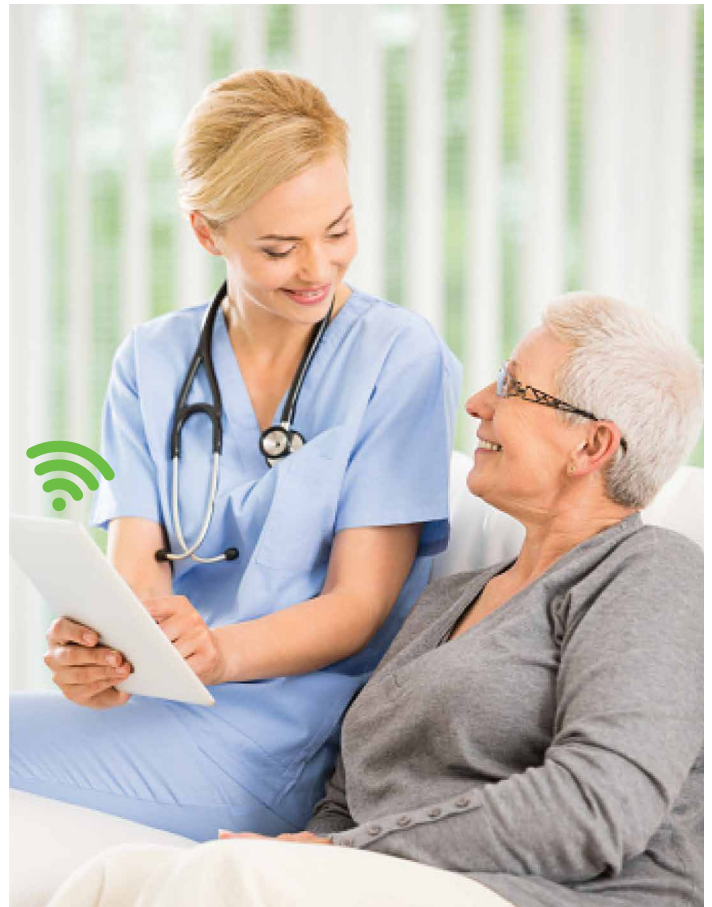
The Zyxel Nebula Network Management Solution, which includes a portfolio of high-performance 802.11ac indoor and outdoor wireless access points, security gateways, and managed Gigabit Ethernet Switches, enables service providers to easily monitor and manage multiple networks from anywhere via the Cloud.

The Results

Affordable, Reliable, Centrally Managed High-Performance WiFi Solution

According to Brenton Twite, the ability to centrally manage the Nebula solution from their office saves both time and money. "The cloud-based solution enables us to make changes to the network without having to be on-site," he explained. "We love how all of the components seamlessly connect together and how easy it is to add the products into the online cloud. The engineering support that Zyxel provides is unlike the level of support that I've seen from any other company."

"We found Zyxel's Nebula system to be a better complement to our business than the competitors," said Jay Twite. "The price is right and the technical support is great. If we require changes to the equipment, they make them quickly. We like the fact that

they offer a lifetime license, which is unusual in the industry. Most companies don't give you a lifetime license, and Zyxel even allows you to transfer the license to the next product you buy. We're concerned about our clients getting a great product at a great price and Zyxel enables us to deliver on that."
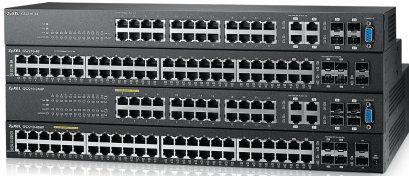
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Products Used

NAP203 • 802.11ac Dual-Radio, Dual-Optimized Antenna 3x3 Nebula Cloud Managed Access Point

- Cloud-managed, dual-radio 3x3 MIMO 802.11ac access point
- Supports combined data rates of up to 1.75 Gbps
- Dual-optimized antenna allows pattern optimization adapting to wall- or ceiling-mount installations
- Self-configuration and zero-touch deployment
- Enterprise-class security and RF optimization
- Dynamic Channel Selection, Load Balancing and Smart Client Steering Ultra-slim ID design at 32 mm height blends into modern interior decorations

GS2210 • The Zyxel Gigabit Switch 2200 Series

- Advanced L2 switching features
- 56/100 Gbps non-blocking switch fabric (GS2200-24/24P: 56 Gbps, GS2200-48: 100 Gbps)
- 4 Dual-personality (RJ-45/SFP) GbE interfaces
- Port security and enhanced 802.1X port authentication
- MAC freeze and intrusion lock
- 8 IEEE 802.1p hardware priority queues
- WFQ, WRR and SPQ queuing algorithms
- IEEE 802.3af Power over Ethernet (PoE)(GS2200-24P)
- PoE Power consumption mode for energy saving (GS2200-24P)