



## Overview

### Customer Name

Intech Systems of South Carolina/  
Holiday Inn

### Customer Industry

Hospitality

### Challenge

High performance WiFi network  
for all hotel guests

### Solution

ZyXEL wall-plate form factor  
Access Points (NWA5301-NJ)  
and Managed PoE+  
Ethernet Switches

### Benefits of ZyXEL Solution

- NWA5301-NJ offered a convenient, all-in-one box access with provision for phone, wired and wireless connectivity
- Easy management and reporting features
- Reliable solution with best-in-class price-performance
- Responsive and knowledgeable support

## Success Story



## Intech Systems of South Carolina Boosts Wireless at Holiday Inn with ZyXEL Solution

### Hotels need four bar WiFi Minimum

The growing use of multiple mobile devices has increased the dependence on WiFi access. Hotel chains are setting higher standards for acceptable WiFi signal strength to keep guests happy. Most hotels require signal strength of 4 bars or more for acceptable service. So when the management at a Holiday Inn in South Carolina was ready for a WiFi upgrade to their three story, 100 room property, they approached Intech Systems of South Carolina for a solution.



*“ZyXEL’s wall-plate APs and managed switches offered all the features we were looking for in the solution,” said Dave Parsons, Senior Field Engineer for Intech Systems, “along with the best price-performance hands down out of all the solutions we considered.”*

*Don Connell, Senior Field Engineer for Intech Systems*



Intech Systems, based in South Carolina, is a leading IT and telecommunications solution provider for hospitality. In business since 1991, Intech Systems of South Carolina professionals have years of experience provisioning voice, data, high-speed Internet, networking, and video surveillance solutions.



## Wall-Plate WiFi Access Points

Intech Systems determined that for best in-room WiFi coverage for Holiday Inn guests, they needed to deploy APs inside the rooms. The signal from mobile phones couldn't reach APs in the hallway. ZyXEL wall-plate form factor Access Points (NWA5301-NJ) offered the perfect solution. Intech Systems installed ZyXEL's wall-plate APs in the outlet by the desk that was already wired for Ethernet. The solution was very efficient requiring no additional wiring. The ZyXEL AP also has provision for wired connection and phone jack – providing an all-in-one box for phone, wired and wireless Internet connectivity. Each AP provided WiFi coverage to nine adjacent rooms.

Intech Systems also used ZyXEL managed PoE+ Ethernet switches (ES3500-24HP) to connect and manage all the wall-plate APs which are PoE as well. ZyXEL managed switches with PoE+ are capable of powering all 24 ports, allowing Intech Systems to connect the switch to 24 APs without any additional equipment. The switches are loaded with sophisticated management features that enable Intech Systems to configure, manage and troubleshoot the network remotely – anytime and from anywhere. Additionally, Intech Systems is able to manage and monitor each port individually – so only the problem APs could be reset, leaving the rest of WiFi service intact. These management features allow Intech Systems to be more responsive to Holiday Inn customers as well as offer better quality service.



## About Intech Systems

Intech Systems of South Carolina specializes in providing quality telecommunication service to the hospitality industry since 1991. A trusted, "one-stop technology shop" for hotels, Intech Systems of South Carolina offers services including telephone systems, high-speed Internet solutions, guest HSIA support, camera surveillance systems, cabling for voice, data and television and voice/data provider solutions. <http://www.intechsystems-sc.com/>

## Search for the perfect solution

Intech Systems relies on a detailed site survey before designing a WiFi solution. According to Intech Systems, the majority of hotel guests accessing hotel WiFi networks are using mobile devices with low-power WiFi. So even though signal from AP reaches the mobile devices, the reverse signal may fall short; so deploying high powered APs is not enough. Newer WiFi deployments need a higher density of APs spread throughout the coverage area. This further puts pressure on the budget of cost-conscious hotel management. Intech has had experience with several wireless technology vendors including ZyXEL. Post due-diligence, Intech Systems concluded that ZyXEL equipment exceeded their performance and budget requirements.



## Performance Verified

Holiday Inn's new WiFi deployment by Intech Systems has been performing exceedingly well, offering guests a great WiFi experience in the rooms, lobby and everywhere they could expect to have WiFi coverage. The upgrade has also earned compliments from many of Holiday Inn's regular guests. The wall-plate APs are performing reliably and the managed switches have put Intech in complete control of the network 24/7.

## 📶 About ZyXEL

ZyXEL, a pioneer in IP technology for over 25 years, provides a complete portfolio of multi-service LTE, fiber and DSL broadband gateways, home connectivity solutions, and enterprise-class network security, Ethernet switches and Wi-Fi equipment for SMBs. Headquartered in Anaheim, California, ZyXEL offers its partners service-rich solutions backed by a domestic team of logistic, sales, and technical support professionals. [www.zyxel.com](http://www.zyxel.com)