ZYXEL NETWORKS

Success Story

Zyxel Nebula Solution Helps Tata Cha Prepare High-Quality WiFi Connectivity for Upcoming Fast Expansion

INDUSTRY — Hospitality

CUSTOMER — Tata Cha

COUNTRY — India

SOLUTION — Zyxel Nebula Solution

Overview

Challenges

- Ensure reliable and fast connectivity with zero downtime in every corner of the space
- Achieve reliable and uninterrupted connectivity across 1,200 square feet, which sees 3,000 customers a day.
- The restaurant chain operates multiple branch stores in different locations, configuration adjustments are time consuming and management of network devices should be centralized

Solution

- Zyxel Nebula Solution

Results

- Easy and fast deployment of the access points across different branches
- Efficient IT maintenance through central network management
- Happy customers with smooth WiFi connectivity and user experience
- Scalable solution that can be easily upgraded for future growth

Summary

Tata Cha is a new restaurant brand from the Tata Group, serving tea drinks and local specialty foods in India. When the ambitious restaurant was expanding their branches throughout the country, they were ready in everything except for their network connectivity. They wanted to establish a reliable and fast network to provide smooth WiFi connectivity to their staff and guests simultaneously. Zyxel Networks helped the customer to complete the installation with an easy-to-manage and cost effective solution. The solution was also scalable and futureproof to grow in line with their future business expansion.
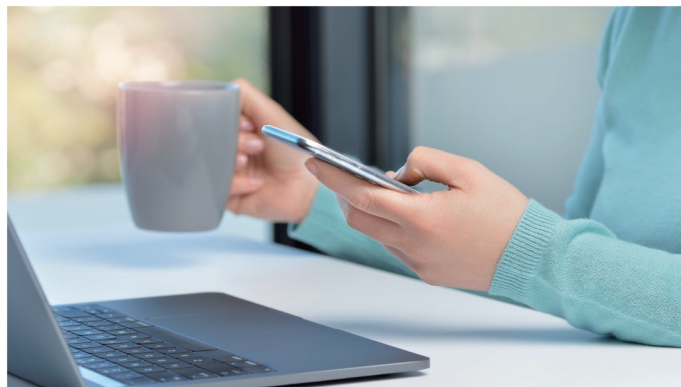
Background

Based in India, the Tata Group is a leading multinational conglomerate that spans across automotive, chemical, housing, financial, hospitality, industries and more. Their new restaurant brand Tata Cha is one of the famous tea cafés featuring delicious food in a relaxed and stylish environment. The restaurant has been growing rapidly and plans to open more than 1,000 tea cafes in the coming two years throughout India. Providing WiFi access is an absolute necessity when it comes to satisfying modern customers. By providing seamless and high speed connectivity for free, Tata Cha is sure to lure in customers and keep them satisfied at their newly opened tea café.

Challenges

The new restaurant brand wanted to establish a reliable and fast network for their staff and guests. The network needed to achieve stable and uninterrupted connectivity across 1,200 square feet, which serves over 3,000 customers a day. The restaurant chain still plans to expand to over 1,000 stores in the next few years. For this fast-growing tea café chain, the solution also needed to be scalable and futureproof for future expansion.

Solutions and Benefits

They turned to their partner NII Tech which recommended Zyxel with strong brand reputation and customer support abilities.

The company installed **Zyxel NWA1123-ACv2 802.11ac Dual-Radio Ceiling Mount PoE Access Points**, which feature antenna optimization and provide a combined data rate of up to 1.2 Gbps. They guaranteed fast connection speeds and high-quality user experience when connected to the internet.

Before deploying Zyxel Nebula solution, installing and configuring new access points was time-consuming and difficult. Nebula's zero-touch provisioning enabled fast and easy deployment of APs at any location. The access points could be assigned to a specific branch office by scanning the QR code on the device or entering their serial number on NCC before on-site deployment. After being registered and connected to a network, the APs would be automatically discovered and preconfigured settings applied, regardless of whether the APs were in the same branch office or at another location. Zyxel Nebula cloud technology enabled the company to save time and manpower for on-site deployment and maintenance.

Tata Cha is highly satisfied with Zyxel's solution, which has successfully helped them to attract more and more customers at their café. With the confidence in Zyxel Nebula solution and support, Tata Cha plans to open more than 1000 cafés in the coming 2 years and will consider using solutions from Zyxel Networks.

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Products Used

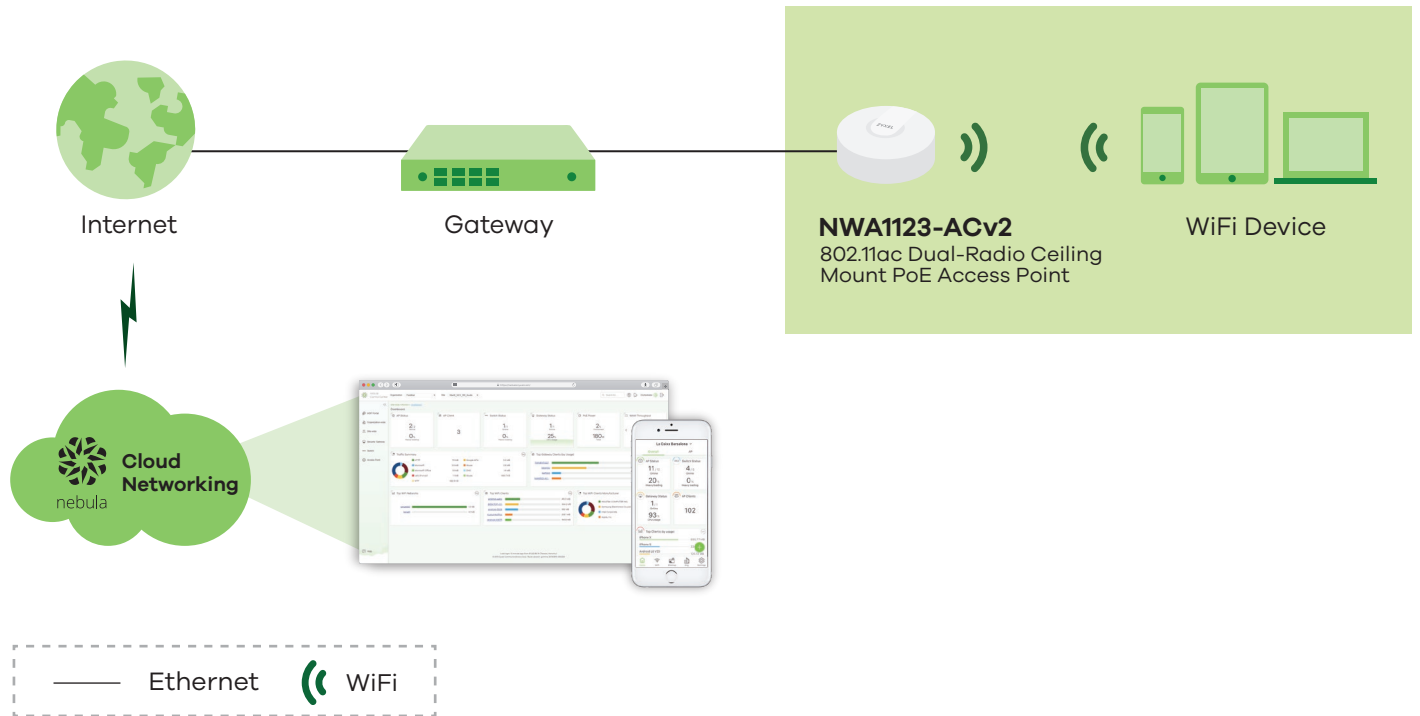## NWA1123-ACv2 • 802.11ac Dual-Radio Ceiling Mount PoE Access Point

- 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

Diagram

Internet

Gateway

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

WiFi Device

Cloud
Networking

nebula

—— Ethernet ((WiFi

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.