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CASE STUDY

Horizon Beach Resort

Elevating Guest Experiences:
Horizon Beach Resort's Network Transformation

Nestled on the picturesque island of Kos, Horizon Beach Resort is a luxurious haven known for its stunning views, exceptional service, and top-notch amenities.

In 2024, the resort embarked on an ambitious expansion project, adding 104 new superior rooms, bringing the total to 540 rooms.

To support this growth and enhance the guest experience, Horizon Beach Resort turned to their trusted IT partner, NETECO IT Systems.

Challenges

With the expansion, Horizon Beach Resort faced the challenge of ensuring seamless connectivity for over 1600 guests and 300 employees. The existing network infrastructure needed a significant upgrade to handle the increased demand and provide reliable, high-speed internet access throughout the resort. Additionally, the network had to support various operational needs, including VoIP telephony and IP cameras, through advanced network segmentation.

● **Increased Demand:** The expansion required a robust network to support over 1600 guests and 300 employees.

● **Comprehensive Coverage:** Ensuring reliable Wi-Fi coverage across the entire resort, including indoor and outdoor areas.

● **Advanced Network Segmentation**: Implementing VLANs and routing for different services such as Wi-Fi, operational networks, VoIP telephony, and IP cameras.

● **Scalability and Future-Proofing:** The network needed to be scalable to accommodate future growth and technological advancements.

Solutions

NETECO IT Systems stepped in with a comprehensive solution using **LANCOM Systems** technology, renowned for its reliability, performance and scalability.

The project involved deploying over 300 indoor and outdoor Wi-Fi 6 access points, multiple Layer 3 core fiber switches, and over 70 Layer 3 access switches. A robust main internet gateway was also installed to handle the high bandwidth requirements.

The new network infrastructure provided:

● **Seamless Connectivity**: High-speed, reliable Wi-Fi coverage across the entire resort.

● **Operational Efficiency:** Enhanced support for operational networks, VoIP telephony, and IP cameras.

● **Scalability**: A future-proof network ready to accommodate further expansions and technological advancements.

In detail following technologies where used:

● **Wi-Fi 6 Access Points:** Over 300 indoor and outdoor Wi-Fi 6 access points were deployed to provide high-speed, reliable connectivity throughout the resort. These access points support dual-band operation and feature multi-user MIMO (MU-MIMO) for efficient management of multiple clients simultaneously.

● **Layer 3 Core Switches:** Installation of multiple Layer 3 core fiber switches to manage the increased network traffic efficiently. These core switches serve as the high-performance backbone of the network, offering enormous switch capacity and virtually latency-free data packet forwarding.

● **Layer 3 Access Switches:** Over 70 Layer 3 access switches were installed to ensure seamless connectivity and network management. These switches support Power over Ethernet (PoE) and offer advanced features for secure remote maintenance and access control.

● **SD-WAN Gateway:** A robust SD-WAN gateway was set up to handle the high bandwidth requirements of the resort. The gateway provides maximum performance and reliability, supporting large multi-service IP network structures with the latest encryption technologies and 5G Failover.

The Impact

The transformation was immediate and profound. Guests at Horizon Beach Resort now enjoy uninterrupted, high-speed internet access, enhancing their overall experience. The resort's operations have become more efficient, with reliable network support for essential services.

● **Enhanced Guest Experience:** Guests enjoy seamless, high-speed internet access throughout the resort, enhancing their overall experience.

● **Operational Efficiency:** The new network infrastructure supports efficient hotel operations, including VoIP telephony and IP camera systems.

● **Scalability:** The network is designed to accommodate future expansions and technological advancements.

● **Positive Feedback:** Both guests and staff have reported significant improvements in network performance and reliability.

By leveraging the expertise of NETECO IT Systems and the advanced technology of LANCOM Systems, Horizon Beach Resort has set a new standard for connectivity and guest experience in the hospitality industry.

> NETECO IT Systems has been our trusted IT partner since 2019, and once again, they have exceeded our expectations with this project. The new network infrastructure has transformed our resort, providing our guests with unparalleled connectivity and enhancing our operational efficiency. Reliable Wi-Fi and a robust network are crucial for our operations and guest satisfaction, and NETECO IT Systems delivered on all fronts. We couldn't be happier with the results.

Andreas Karamitros
President EKTEM SA - Horizon Beach Resort

About Horizon Beach Resort

Horizon Beach Resort, located on the beautiful island of Kos, offers a luxurious escape with stunning views, exceptional service, and top-notch amenities. With 540 rooms,, the resort provides a perfect blend of comfort and elegance. Guests can enjoy a variety of recreational activities, gourmet dining options, and world-class facilities, making it an ideal destination for both relaxation and adventure.

About NETECO IT Systems

NETECO IT Systems is a leading IT solutions provider, specializing in network infrastructure, cybersecurity, and managed IT services, delivering innovative and reliable solutions that enhance operational efficiency and guest satisfaction. Our team of experts is dedicated to providing tailored IT services that meet the unique needs of our clients, ensuring their success in an ever-evolving technological landscape.

*Ready to elevate your network infrastructure? Partner with NETECO IT Systems for your next project and experience the difference. **Contact us today to learn more***

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