

Relaxed at the digital lifestyle resort



The **** Superior Wellness Paradise AVITA in Austria relies on modern networks from the cloud

Guests are relaxing in the sauna and thermal baths, comfortable chairs invite you to linger on the sun terrace and enjoy the panoramic view, while some long-sleepers are enjoying a late breakfast in the restaurant: At the AVITA Resort in the sunny Southern Burgenland in Austria, things are very relaxed. And why not? Everything runs smoothly, because the cloud-managed network infrastructure operates seamlessly in the background and offers service staff everything they need to concentrate fully on the needs of their guests.

As early as 2010, the AVITA wellness resort in Bad Tatzmannsdorf, Austria handed over the maintenance and ongoing modernization of its entire IT infrastructure to the professionals – and with good reason: The reliable digital backbone is the basis for business-critical processes. Along with the obvious applications such as great Wi-Fi, guest satisfaction relies on other factors such as reliable cash register systems, dependable reservation services, smooth automatic



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Head of Finance & Authorized
Signatory AVITA Resort
Bad Tatzmannsdorf

entry systems, inconspicuous security measures, and the seamless regulation of the measurement and control technology. “We are a resort that meets the highest expectations, and we want no less from our IT infrastructure. With LANCOM, our long-term partner serviceIT GmbH has found the best solution for our needs,” explains Florian Bernsteiner, Head of Finance & Authorized Signatory at the AVITA Resort Bad Tatzmannsdorf.

Efficient & versatile: Cloud-managed networks

When the network was updated, a homogeneous infrastructure was created for the local networks and wireless networks. Components from a US manufacturer were replaced by state-of-the-art Wi-Fi 6 access points and powerful switches from the German network specialist LANCOM Systems. The new network is managed from the LANCOM Management Cloud (LMC), and the specialist team from serviceIT look after it. “We don’t notice much of the work that goes on. That lets us focus on what we love most: Offering our guests the best possible service,” says an enthusiastic Bernsteiner. And Gerald Freiler, Managing Director of serviceIT GmbH, is similarly convinced by the management solution from the cloud: “The main time-savers are the graphical user interfaces, which help to assign switch ports or to roll out individual SSIDs for separate Wi-Fi networks. That’s how we can take full advantage of the solution’s flexibility.”



Comprehensive Wi-Fi with the latest standards

For the Wi-Fi components, the decision was made to use the latest standard (Wi-Fi 6) access points that support parallel operation in the 2.4 GHz and 5 GHz bands. This offers guests of the hotel and thermal bath an open hotspot wherever they are, so they can use a smartphone to reserve a lounge, for example. Guests can always see whether loungers are free, and the AVITA team knows exactly when and where to carry out disinfection. The Wi-Fi also provides entertainment and information to the guests by video: Internet streams on the displays of a total of twelve fitness machines help to pass the time during workouts. TV sets that cannot be connected to the cable system are connected to the in-house information channel via Wi-Fi.

Local network for many cases

For the high-performance local network of the AVITA Resort, the choice was a mix of versatile fully managed access switches and 10G fiber aggregation switches. The access switches control the Wi-Fi access points; the 50 or so turnstiles in the sauna, thermal baths etc. with detailed access authorizations and occupancy controls; the measurement and control technology for water and air temperatures; the TV sets for the hotel information channel; the video surveillance system; and the cash registers in the catering area. The 10G aggregation switches combine the content of these applications from the various areas and buildings at the resort and aggregate them on a higher layer; they also network the entire server infrastructure.



Positioned for the future

In the hospitality and hotel industry, digital applications and services are gaining huge importance—often in areas that you would not at first expect. Basic infrastructures are becoming more complex and the number of potential application scenarios more heterogeneous. With its new cloud-managed IT infrastructure the AVITA Resort, together with serviceIT GmbH, has set the scene for fast and flexible reaction to any challenges and expansions that the future may bring. As a result, the resort is geared towards the needs and expectations of its wellness guests today, and it is optimally positioned to meet the demands of network management in the long term.



The customer

At the AVITA Resort **** Superior in Bad Tatzmannsdorf, one of the most beautiful wellness resorts in Austria, the main focus is on relaxation and recreation. Voted “wellness spa of the year” three times, this award-winning, feel-good landscape invites you to spend a vacation or even just a day trip: With a 2,000 m² expanse of water, 24 wellness saunas, a comprehensive range of massage and cosmetic treatments and the hotel’s own wellness area with infinity pool, a unique wellness experience is guaranteed. Only an hour away from Vienna, surrounded by the mild climate of Southern Burgenland and at the gateway of the Burgenland wine region, the resort is perfectly located for a thermal spa holiday in Austria.

The partner

“With us, your IT is in good hands.” This motto has guided serviceIT GmbH since 2008, the year in which Reinhold Freiler founded the company. And to this day, the name is both the agenda and the driving force. serviceIT GmbH offers the complete range of IT for companies. The aim is for IT systems to function smoothly and without failure at all times. To do this, serviceIT relies on proven and carefully selected partner companies, and their own technical systems are continuously being improved.

At a glance

The customer



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Products and services:
 Wellness resort in the
 Southern Burgenland

The partner



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Requirements

- Modern, fast Wi-Fi components
- Versatile LAN infrastructure
- Less time spent on network management

Components deployed:

- LANCOM Management Cloud
- 110x LANCOM LW-600
- 15x LANCOM GS-3152XP
- 5x LANCOM GS-3528XP
- 3x LANCOM GS-3510XP
- 4x LANCOM XS-5116QF