

## Wi-Fi under the starry sky: A campground in Swiss Valais offers a modern vacation experience



Variety of camping options: From tents to glamping, Brigerbad offers something for everyone.  
Image source: Brigerbad campsite

**Located in the heart of the Valais Alps, campground Brigerbad is a paradise for relaxation seekers and nature lovers. With a large children's playground and petting zoo, the campsite is ideal for families. Wellness and massages in the adjacent thermal baths provide ultimate relaxation. In this idyllic setting, one might be tempted to put away their smartphone and fully immerse themselves in nature – a true digital detox. But who would not want to share the spectacular mountain views with friends or plan the next trip conveniently via their phone? Thanks to the newly installed outdoor Wi-Fi from LANCOM Systems, campers can now do both: relax and stay connected.**

When investor Fredy Bayard and CEO Jens Blatter decided to fundamentally modernize the Brigerbad campground, one thing was clear: the network infrastructure also needed to be upgraded, and a comprehensive outdoor Wi-Fi system had to be installed. Until then, guests only had access to Wi-Fi in the reception area. "If you value good customer service, a well-functioning Wi-Fi connection is a must at a campground today," explains Jens Blatter. "Many vacationers want to disconnect, but they do not want to give up digital connectivity entirely. As an avid camper myself, I have noticed that there are still far too many campgrounds with poor Wi-Fi – either very slow or constantly disconnecting. That is no longer acceptable today."



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Jens Blatter,  
CEO of Brigerbad campsite

With LANCOM Systems, a German network infrastructure provider, they quickly found the right partner. The networking experts from Würselen impressed with a seamless system, including a centralized monitoring solution that provides 24/7 oversight of network connectivity and helps identify potential bottlenecks. Network disruptions can be prevented remotely – before they even occur. New devices can also be quickly integrated via the LANCOM Management Cloud without time-consuming manual configuration.

## Comprehensive Wi-Fi according to the latest standards

For the planning and implementation of the outdoor Wi-Fi, the IT service provider insysta was commissioned. As a long-standing partner of LANCOM Systems, insysta is highly familiar with the technical and practical challenges of such an installation. Sven Ruff, Co-CEO and partner at insysta, who is responsible for overall project planning and management, explains: “When planning the project, we exclusively considered LANCOM products, as we have had excellent experience with them over the years. One major advantage is that LANCOM provides the entire required product range, from switches to routers to Wi-Fi components.”

For the Wi-Fi components, it was decided to use outdoor access points based on the Wi-Fi 6 standard. These access points are designed to withstand harsh outdoor conditions and meet the high demands of a high-performance Wi-Fi network, even when multiple devices are connected simultaneously.



Sven Ruff,  
Co-CEO and Project Manager at insysta  
Image source: insysta GmbH

## Outdoor Wi-Fi with special challenges

Campgrounds are typically large and expansive. Ensuring reliable Wi-Fi coverage for all areas can be demanding. The terrain often presents a challenge: uneven ground, trees, hills, or buildings can disrupt or even block the signal. Here, precise antenna placement planning and the use of access points specifically designed for outdoor environments provide a good solution.

Sven Ruff reports: “One major challenge was the large area of the Brigerbad campground. This complicated the networking of individual components, such as access points. Unlike indoor Wi-Fi in a hotel, where the signal is confined within the building, an outdoor Wi-Fi network must cover the entire campground.

*“Thanks to the Wi-Fi intelligence of the LANCOM Management Cloud, we can immediately detect and resolve anomalies. For me, it is one of the best monitoring systems I know.”*

Sven Ruff,  
Co-CEO and Project Manager  
at insysta

It is essential that the signal is available everywhere – even inside guests’ RVs and caravans – while ensuring high signal quality.”

For precise network planning, the LANCOM WLAN Survey Service was utilized. A coverage specialist from insysta conducted a detailed analysis of the Wi-Fi installation, taking into account the local conditions in advance. Additionally, the planning was reviewed by LANCOM to ensure optimal coverage.

## Convenient monitoring via the LANCOM Management Cloud

The entire monitoring of the outdoor Wi-Fi network is carried out via the LANCOM Management Cloud (LMC), which is managed by insysta for Brigerbad campground. Sven Ruff explains: “Theoretically, there is always a possibility that a device could fail. Thanks to the ‘Wi-Fi Intelligence’ of the LMC, we can immediately detect anomalies, identify their causes, and resolve issues. In addition to monitoring, the LMC is also essential for configuration. For me, it is one of the best monitoring systems I know.”



Image source: Campground Brigerbad



*“So far, we have only received positive feedback. Our guests stream a lot, and even then, the Wi-Fi works flawlessly.”*

Jens Blatter,  
CEO of Brigerbad campsite

## Wi-Fi optimization with LANCOM Active Radio Control 2.0

Especially for Wi-Fi installations covering large areas with many simultaneous users, LANCOM Active Radio Control 2.0 is an effective tool to optimize the network and prevent capacity bottlenecks. The automated management of frequencies, clients, and bandwidth significantly contributes to network stability and performance, ensuring that Wi-Fi remains reliable even under high load. For Sven Ruff, this is the ideal system.

The management of Brigerbad campground is very satisfied with the solution. “Even though a guest jokingly mentioned at the reception that she would not come anymore because the campground is no longer a Wi-Fi-free zone, we are more than convinced of this solution,” says Jens Blatter. “We can now offer our guests a stable, reliable, and fast Wi-Fi connection. So far, we have only received positive feedback. Our guests stream a lot, and even then, the Wi-Fi works perfectly. This is not only a testament to the products used but also to the planning and implementation of the installation by insysta.”



Image source: Brigerbad campsite

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### The client

Following the motto “Immerse and Feel Good,” the Brigerbad Camping and Thermal Spa Resort aims to provide its guests with an unparalleled bathing and wellness experience. Nestled in the pristine nature of the Valais Alps, near Saas-Fee and Zermatt, lies the newly renovated campground, which will open in 2024 with 265 modern campsites. Among the amenities are Wi-Fi and electricity at all campsites, with some categories also including freshwater and wastewater connections. Admission to the 50,000 m<sup>2</sup> thermal bath is included. Guests can enjoy numerous leisure activities in a relaxed atmosphere – from a large children’s playground to a petting zoo and various wellness offerings.

### The partner

The IT specialists at insysta ensure the daily operation of ICT infrastructure for hundreds of business clients across Switzerland. These include renowned companies from industries such as architecture, construction and real estate, healthcare, trade and industry, hospitality and tourism, financial & legal services, public administration and schools. Clients benefit from years of experience, professionalism, and reliability in architecture, consulting, project management, operations, and support of complex ICT infrastructures. To provide comprehensive solutions, insysta strategically relies on standard components from leading international manufacturers.

# At a glance

## The client



### Brigerbad

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## The partner



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## Requirements

- Comprehensive, robust, and high-performance outdoor Wi-Fi
- Simple, cloud-based administration and convenient monitoring

### Deployed Components:

Network Management:

- LANCOM Management Cloud
- LANCOM Active Radio Control 2.0

Switches:

- LANCOM GS-3628XUP
- LANCOM XS-5110F
- LANCOM GS-2310P+

Access Points:

- LANCOM OX-6400
- LANCOM LX-6200

