

Zyxel delivers the technology for KCOM's next level Wi-Fi

While working on a full-fiber network expansion, KCOM needed the best technology to amplify its award-winning network with a Wi-Fi solution for its customers.

KCOM's customers increasingly requested more advanced Wi-Fi solutions from the communications company even before the COVID-19 pandemic. And as users quickly became stuck at home for both work and leisure, the demand for reliable, fast speeds exploded even further.

Despite the challenging COVID situation - KCOM managed to continue at pace with its full-fiber network expansion, offering every user a stable FTTP connection that stretched to all corners of their house.

As the demand for Wi-Fi in every part of the home and garden increased, KCOM needed a router that offered next-level Wi-Fi Mesh so families could simultaneously stream on multiple devices for the ultimate in-home experience. The solution also needed to be simple enough to set up so households could easily install it themselves.

KCOM

KCOM Retail is a regional telecom, broadband, and technology solutions provider serving more than 155,000 homes and businesses across Hull, East Yorkshire, and North Lincolnshire. The company is currently engaged in a £100m full fiber network expansion across East Yorkshire and North Lincolnshire.

"We're delighted to partner with Zyxel Communications to deliver these Wi-Fi access points, which will give our customers a next-level Wi-Fi experience."

John Rooney, KCOM Retail
Managing Director

As one of the longest-established telecommunications providers in the UK, KCOM was already known for its state-of-the-art technology designed to equip customers with better solutions that keep them connected.

Having worked together since 2014, KCOM knew that Zyxel Communications could deliver on its promises. When it was time for KCOM to upgrade its offerings and launch Smart Wi-Fi, Zyxel was the clear choice to provide the solution – it earned high marks for its industry-leading innovative technology and cooperative account teams across multiple channels.

“We’re delighted to partner with Zyxel Communications to deliver these Wi-Fi access points, which will give our customers a next-level Wi-Fi experience. At a time when in-home connectivity is more important than ever, both for those working and relaxing at home, our Smart Wi-Fi solution will offer an ultrafast, uninterrupted, online experience wherever our customers are in their homes.” said John Rooney, Retail Managing Director of KCOM.

KCOM officially launched Smart Wi-Fi – promised to be the UK’s fastest Wi-Fi – in October 2021. Subscribers also gained access to a next-generation solution, with support from KCOM every step of the way. Using Zyxel Communications technology, KCOM provided an upgraded service that included faster Wi-Fi, increased connectivity coverage and ultimate customization.

Since launching, KCOM Smart Wi-Fi has seen high levels of demand during its first window of availability. KCOM has also seen a noticeable reduction in Wi-Fi-related support calls.

Main challenges

KCOM needed next-level Mesh WiFi solutions to continue its full-fiber network expansion while offering every user the ultimate in-home WiFi experience.

Zyxel solutions

The Zyxel XMG3927 G.fast Gateway and WX3401 WiFi 6 Extender delivers next-level whole-home Mesh WiFi connections for simultaneously lag-free streaming on multiple devices.

Core benefits

- Enhances WiFi experience with faster speeds, increased connectivity coverage and ultimate customization.
- Supports a simple managed app for customers to set up a unique home network that will meet all their individual needs. As their network preferences evolve, users can add or remove access points throughout their home without a troublesome installation process.

Featured products



XMG3927

Dual-Band Wireless AC2400 G.fast Gateway

- G.fast supports up to bandwidth 106 Mhz
- VDSL2 supports super vectoring up to profile 35b
- Zyxel MPro Mesh® Solutions (compliant with EasyMesh standards)
- Remote management via TR-069 and TR-181 i2
- NAT, firewall with SPI and DoS for better security
- Zyxel-developed OPAL for superior flexibility and faster time to market
- Multiple SSIDs for various service deployment scenarios
- Comprehensive QoS for enhanced triple-play experience



WX3401

Dual-Band Wireless AX5400 Gigabit Extender

- WiFi 6 (11ax) 4x4+2x2 for superior performance and coverage
- Zyxel MPro Mesh® Solutions (compliant with EasyMesh standards)
- Remote management via TR-069 and TR-181
- Zyxel-developed OPAL for superior flexibility and faster time to market
- Multiple SSIDs for various service deployment scenarios
- Comprehensive QoS for enhanced triple-play experience

For more product information, visit us on the web at <https://service-provider.zyxel.com>

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