



High performing Internet access is the #1 demand /complaint from travelers, and mission critical to your hotel's competitive performance.

## Let's connect!

Only Cloud5 offers the most reliable and cost-effective HSIA solutions to put your hotel on the top of guest ratings and keep you there – trouble free.

SECURITY, SPEED  
& GUARANTEED  
UPTIME

RELIABLE  
NETWORKS &  
FLEXIBILITY

RESPONSIVE  
24/7 GUEST  
SUPPORT

## CLOUD5 INTERNET: HIGH QUALITY, HIGH SPEED HSIA SERVICES

Cloud5 Communications will help you meet the ever-evolving Internet demands of the 'always' connected consumer, while keeping you informed of the latest technologies available, as well as their costs, benefits, and implications for the future. As the industry's most trusted high-speed Internet access (HSIA) network provider, we manage over 10 million annual guest logins across more than 400,000 guest rooms worldwide. Our hotel customers are among the most progressive and fast growing, and we enjoy partnerships with the largest brands in the industry as well as individual hotel owners.

Beyond the guest experience, hotels have security systems, environmental controls, and business services that depend on well-engineered WiFi Networks with speed, scalability and reliability. Cloud5 Internet has become the leader in the hospitality industry due to its uncompromised focus on quality customer service, proactive network troubleshooting, knowledgeable technicians, as well as superior hardware and software. Our solutions are designed in-house, GPNS Enhanced Certified and highly recommended by the major brands.

A better network can offer your guests a better stay and make your hotel more competitive. Contact us today to learn more about Cloud5 Internet and find out how you can save even more with our bundled solutions including VoiceAgent contact center services and cloud-based Telephony.

### End-to-End HSIA

- High Speed Internet & WiFi
- Custom Network Design
- Network Management
- 24x7 Support
- Proactive Monitoring



# Give every guest what they want—a better experience.

## Guest Internet

You need tamper proof, remotely managed computers for lobbies, guest rooms, business centers and other public spaces, preloaded with all of the software guests need. Our robust, all-in-one units clear all private user data to prevent fraud and hotel liability. Optimize your internet and upcharge revenue with tiered packages like free, premium, loyalty members, or member incentives.

## Meeting Space Internet Management

WiFi is the most requested amenity by hotel guests. And yet, WiFi is still the leading guest complaint. Exceed guest expectations and monetize your meeting space Internet offering with Cloud5. Our networks offer a completely managed solution for meeting room spaces, utilizing proprietary software for customized access, bandwidth options and login screens.

## Central Management & Load Balancing

Hoteliers everywhere are experiencing a substantial increase in the number of devices per guest that need to connect. Load balancing is a critical component for any HSIA network and we've got the expertise and designs to meet those needs. We can combine multiple ISP connections for cost-effective bandwidth while improving reliability with virtually zero downtime due to ISP outages. Unlike most HSIA providers, Cloud5 networks are centrally managed from our ultra secure NOC and data center, shared by leading companies like Google, AT&T, and Microsoft.

## 24/7 Customer Care and Guest Support

Cloud5 customer care centers are available to support your needs 24/7. In fact, over 95% of incoming calls are answered within 60 seconds. Our experts have full visibility and control of the platform with management and notification when problems occur. We'll keep you and your guests happy, and eliminate high-speed headaches.

## Cloud5 Internet Features:

- ✓ Custom Designed Turnkey Solutions
- ✓ Installation by Certified Technicians with No Service Interruption or Downtime
- ✓ Network Monetization Opportunities
- ✓ Redundancy and Self Healing Architecture
- ✓ Zero-Configuration for Guests
- ✓ Hotel Personalized Management Console
- ✓ 100% Guaranteed to Pass Brand Standards
- ✓ Scalability to Increase Bandwidth with Rising Demand
- ✓ Multiple SSIDs, Networks, Flexibility
- ✓ In-House Developed Offers Increased Responsiveness to Customization Requests
- ✓ Disaster-Recovery of Property-Specific Information/Configuration
- ✓ Bandwidth and Abuse Management
- ✓ PMS Integration for Billing & Authentication
- ✓ 24 Hour Proactive Monitoring & Support
- ✓ Enterprise Grade Equipment

