

# Engage With Guests Like Never Before



## Technology & Contact Center Simplified

How are you keeping your guests and staff connected while managing the ever-changing environment in your hotel? Cloud5 has helped thousands of hotels deliver an exceptional guest experience through a combination of the best technology in the industry and a world-class contact center that behaves as an extension of your brand.

Whether it's expertly designed, built and supported future-state networks, or powerful, flexible voice solutions, Cloud5 enables seamless communication between guests and staff with technology designed specifically for hospitality. Add the expertise of our award-winning Contact Center for voice reservations and virtual guest services, to realize the increased revenue that comes from higher call conversion, and a guest experience that's a seamless extension of your brand.

With technology that connects and skilled people who engage, we can help you deliver the service that your brand promises and your guests demand, with a fraction of the resources and zero compromise.

### Cloud5 Advantage

- Long-lived relationships and a reputation for excellence: We serve more than 5,000 hotels across North America.
- Technology that adapts with you: A unique, phased approach to adopting a cloud-based or hosted network architecture.
- Guest experience is our top priority. We engage guests throughout their stay to keep them happy and loyal.
- 24/7 Support and Service. We are there when you need us, day or night.

### Our Expertise

- Guest Wi-Fi & Full Back Office
- Guest-Staff-Event HSIA
- Hosted & On-Premises PBX
- LAN/WAN/SD-WAN Management
- Automated Guest Engagement
- Network Managed Services
- SIP Trunking
- Hotel Reservations
- 24X7 Multilingual Call Center

Cloud5 is a Marriott GPNS  
Full Certified Provider.



# Simply Better Connections



## CONTACT CENTER

- **Higher Conversion** - Proven, award-winning processes and industry expertise increase conversion rates by 6+ percentage points.
- **Hotel Reservations** - Call Handling, Loyalty Desk, Group Sales, OTA Rate Loading, Social Media/Email/Chat.
- **Virtual Guest Services** - Reduce labor costs and boost guest satisfaction by directing guest requests to 24X7 call center.

## TELEPHONY

- **Hosted & On-Premise PBX** - Robust features and flexible solutions that grow with you.
- **Unbreakable Voice** - Never drop a call with the optimizing performance of SD-WAN plus seamless failover.
- **SIP Trunking** - Cut monthly costs by up to 60% by moving voice traffic from traditional telecom carriers to the Internet.
- **Hosted Services** - Enhance voice services with Auto-Attendant, VoiceMail and Call Accounting functionality and provide a migration path to a fully hosted environment.

## END-TO-END HSIA SOLUTIONS

- **Guest Internet** - Industry-leading guest Wi-Fi networks designed to meet the increasing demand for an always-on guest experience.
- **Back Office Internet** - Stay connected with staff throughout the hotel property.
- **Event Services** - Generate incremental revenue and deliver fast, reliable Wi-Fi services for special events and conferences with customized SSIDs, splash pages, and event coordinator monitoring and control.



## NETWORK CONTROL

- **Network Management** - monitored network performance to optimize performance now and help you plan for the future.
- **Take Control** - Monitor networks and support guests with 24/7/365 Help Desk with multilingual support, and redundant data center backup.
- **User Dashboard & Network Management** - Monitor and control network performance to understand trends and usage analytics.
- **SD-WAN** - Increase network agility and decrease costs with bandwidth consolidation and optimization.

