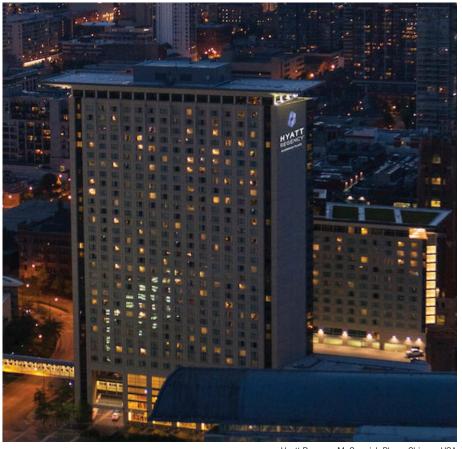# Hyatt Preferred HSIA Provider

Hyatt Regency McCormick Place, Chicago USA

Cloud5 Advantage

- Hyatt selected Preferred HSIA Provider

- Technology that adapts with you: a unique, phased approach to adopting a cloud-based or hosted network architecture.

- Tenured hospitality engineering and project management teams get your project designed and installed right the first time.

- 24/7/365 support for guests and staff. We are there when you need us, day or night.

Our Expertise

- High-performance property-wide guest Wi-Fi

- Enhanced back-of-house capabilities

- Advanced services and Guest Room Entertainment integration

- Automated Guest Engagement

- Network Managed Services

- Guest-Staff-Event HSIA

Future-Proof Your Wi-Fi Network

Hyatt partners with Cloud5 to build and transform their High-Speed Internet Access (HSIA) for guests – meaning their networks are prepared for today and tomorrow. High Speed Wi-Fi is a must for today's guests. We can help your hotel by providing you with a complete range of Hyatt-approved Internet services including guest Wi-Fi, public space service, conference services, back-office access, and network management.

Hyatt selected Cloud5 because we ensure the integrity and speed of your networks with over 20 years of direct experience in all facets of network management. We expertly design, build, and support future-state networks, that enable seamless communication between guests and staff with technology that's designed for hospitality and trusted by Hyatt.

Cloud5 is Hyatt Preferred HSIA Provider.

Simply Better Connections

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 on-property in-person or hybrid events and conferences with customized SSIDs, splash pages, and event coordinator monitoring and control.

MONITORING & ANALYTICS

- **Data-Driven Insights** - Provide continuous network performance analysis.

- **Hardware Agnostic** - View your network performance across all devices.

- **Comparative Benchmarks** - Evaluate performance across multiple properties.

- **Detailed Metrics** - Make informed investment decisions when planning upgrades.

- **Data-Science Based Scoring** - Our algorithm calculates a site-specific Network Health Score for clear insight into network performance.

MANAGED IT SERVICES

- **PMO** - Program management, real-time dashboarding, deployment services, accountability report, and partner management.

- **Industry Acumen** - Workforce planning, technology talent, M&A preparedness, technology research, trend reports and IT consulting.

- **Technology Support** - Asset lifecycle, structured cabling, field dispatch, help desk, desktop imaging and network management.

- **Threat Mitigation** - Exposure assessments, training, audits & compliance, breach forensics, firewall deployments, and antivirus and patch management.

- **Cost Optimization** - Telco expense management, centralized procurement, cellular TEM, asset refurbishment, service bundles and pay as you go flexibility.

- **Business Intelligence** - Valuable insights for action: Cloud5 network health report, program evaluation, advisory services and space utilization.

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