

# There's a Better Way to Connect



## Technology & Contact Center Support for Today's Hotel Needs

Technology is constantly evolving, and hotels must constantly advance to keep up. Hotel systems are becoming more interconnected and WIFI dependent, guest expectations are continuing to rise and the pace with which hotels need to evolve to stay fresh and compliant is speeding up, hotels need a trusted resource to help them navigate their approach. For the past 20 years, Cloud5 has worked with thousands of hotels to provide best-in-class technology, deep expertise, personalized service, and trusted solutions. Across some of the world's largest and most discerning brands, Cloud5 delivers:

- Expertly designed, installed and supported future-state networks.
- Powerful, flexible voice solutions.
- Voice reservations and guest relations that increase revenue and conversions.
- External project management assistance proven to keep IT and operations initiatives on time, on budget and within scope.

With technology that connects and skilled people who engage, we can help you deliver the service that your brand promises and your guests demand.

### Cloud5 Advantage

- 20+ years of hospitality know-how, deep relationships and full understanding of hotel IT complexities
- Experienced workforce that delivers superior execution and service
- 5-star rated install teams
- Mitel Partner of the Year for Hospitality 2021 & 2022
- In-House Project Management Office with 100+ years of combined experience and proven to deliver initiatives on time, on budget and within scope
- 24/7/365 Support – we are there when customers need us, night and day
- Award winning Contact Center provides seamless extension of client brand

### Our Expertise

- Guest WIFI & Full Back Office
- Guest-Staff-Event HSIA
- Hosted & On-Premise PBX
- LAN/WAN/SD-WAN Management
- SIP Trunking
- Project Management
- General reservations, guest relations and omnichannel support
- 24/7 Contact Center operations

Cloud5 is a Marriott GPNS  
Full Certified Provider.



# Simply Better Connections



## END-TO-END HSIA SOLUTIONS

- **Internet** - Industry-leading WIFI networks designed to meet the increasing bandwidth needs of the “always on” guest and staff.
- **Future-Ready WIFI Infrastructure** - Support mobile and WIFI-enabled technologies and IoT solutions throughout a property, removing lag time and ensuring a positive guest experience.
- **Conference Internet Services** - Generate incremental revenue and deliver fast, reliable WIFI services for special events and conferences with customized SSIDs, splash pages, and event coordinator monitoring and control.



## VOICE

- **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 and avoid POTS line rate hikes 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.

## MANAGED IT SERVICES

- **Vendor Management** - Program management, real-time dashboarding, deployment services, accountability report, and partner management.
- **Back-Of-House Technology Support** - Asset lifecycle, structured cabling, field dispatch, IT help desk, desktop imaging and network management, and IT consulting.
- **Admin Network Support** - monitored network performance to optimize performance now and help properties plan for the future.

## CONTACT CENTER

- **General Reservations** - Highly-trained live agents bring big call center functionality to any client, delivering superior customer service and booking rates 10 points higher than industry benchmarks.
- **Guest Relations** - We select agents based on ability to follow client guidelines, policy and structure while demonstrating empathy and understanding.
- **Digital Support** - Agents provide enterprise-wide support across multiple digital touchpoints, including email, chat & social media.
- **Near-Shore & Off-Shore Locations** - Operate from 7 State-of-the-Art Centers in Canada and South Africa.
- **Expert Agents** - 1000+ Contact Center staff and deeply tenured agents averaging 5-7 years.

