

The Residential Digital Experience



Fast, Stable Internet for Your Residents, New Revenue Streams for You.

Competition in the MDU space has always been tough, but over the last year, it's become fierce. ODM's are having to do more and offer more to attract and retain the best residents. Cloud5 can help you provide lightning-fast Managed Wi-Fi in both residences and amenity spaces; smart apartment infrastructure that will support the IoT devices that make your residents lives easier every day and today's most in-demand TV/Video entertainment packages.

Cloud5 is one of the few national communications providers that delivers the fast, reliable networks that your residents expect, the smart apartment readiness they demand and the entertainment options they love. We design, install and support reliable networks that meet the unique needs of each resident and the community as a whole. Then we use AI-driven monitoring and analytics tools to evaluate your network performance using 7 key measures. You'll receive a monthly assessment of your network health so you can stay ahead of the technology curve as the demands of your residents evolve. No one else in the industry can offer our combination of National reach, robust solutions and future-looking services.

Investing in an updated technology solution set and modern, scalable infrastructure can increase your asset values by improving your Net Operating Income. And you'll leverage your investment to operate your buildings more efficiently now and well into the future.

Cloud5 Advantage

- National reach – big enough to support your entire portfolio and concierge-level service that you'll never get from a large MSO.
- Long-Lived relationships and a reputation for excellence: More than 5,000 properties in the US trust Cloud5 with their communications needs.
- Technology that adapts with you: A unique, phased approach to resident communication solutions.
- Network monitoring and analytics at the property and portfolio level that help you understand where to invest and when.
- 24/7/365 support and service.

Our Expertise

- Resident Wi-Fi & Full Back Office
- LAN/WAN/SD-WAN Management
- Network Managed Services
- Smart Apartment Infrastructure
- TV and Video Entertainment Solutions
- Performance Measurement Through Monitoring and Analytics
- Voice Communications for Property Operations and Residents

Your Residents by the Numbers.

- 90%** of residents want Wi-Fi Everywhere
- 75%** of residents want Wi-Fi Pre-Installed
- 42%** of the labor force is now working from home and is expected to continue to do so
- 35%** of residents say their Internet services is not fast enough to meet their demands

Simply Better Connections



MANAGED TECHNOLOGIES

- **Network & Wi-Fi** - Managed Wi-Fi that's always on and move-in ready for your residents.
- **Building and In-Unit Technologies (IOT)** - Secure smart building and apartment capabilities via self-guided tours, smart door locks, lighting and thermostats.
- **CCTV Platform & Equipment** - Ensure staff and resident safety through security cameras to protect your property, staff and residents.
- **Telephony** - For property operation and/or to tenant units. Hosted or on-premise solutions to streamline voice communications for staff as well as residents.
- **Entertainment** - Packaged TV offerings customized to deliver the best solution to enhance the resident experience.

MONITORING & ANALYTICS

- **Portfolio and Property Operator Dashboards** - Consolidated view of entire portfolio to ensure consistency in network performance and resident experience, no matter the location.
- **Analytics** - For portfolio decision making. Proprietary network scoring based upon a holistic view of the entire network, helping to optimize the network, assist in resolving issues before surfacing to the staff and residents, and helping managers/owners understand where to invest (and where not to).

CUSTOMIZED FINANCING OPTIONS

- **Affordable Leasing Programs** - We'll work with you to find a program that fits your needs and your budget.
- **Flexible CapEx and OpEx Business Terms** - Invest all at once or over time, the choice is yours.

PROFESSIONAL SERVICES

- **Design Capabilities** - Customized infrastructure built to developer specifications to optimize the network and meet the technology demands of residents and staff.
- **Deployment and Setup** - Professional network deployments to ensure consistency across the property from resident units to amenity spaces, from stairwells to parking areas. Delivery of a finely-tuned network to ensure optimal performance.
- **Ongoing Support** - 24/7/365 service with always on, always available support. No delays. No scheduling weeks out for resolution.

CUSTOMER-CENTRIC RESIDENT SUPPORT

- **Technical Support** - Always on, always available 24/7/365 support to meet customer service demands when needed.
- **Concierge Level Service Handling** - Manage resident requests via intelligent routing, matching requests seamlessly to real-time agents with the capability to provide premier customer service.
- **Onboarding of Personal Equipment** - Streamline BYOD and guest users in a secure manner based upon pre-defined policies without IT intervention.