

# The Residential Digital Experience



## Today's Students Want Value AND Performance

As student debt continues to make the headlines, Gen Z students are looking for a college experience that is more than lazy rivers and foosball tables. They are academically rigorous and value conscious. They are interested in safe, comfortable, connected study spaces – both their own and in a community setting. Lightning fast, always-on Wi-Fi is a non-negotiable and properties have to offer that and more to attract and retain the best student-residents. Cloud5 can help you provide the fastest Managed Wi-Fi in both residences and amenity spaces; smart apartment infrastructure that will support the IoT devices that make your students' lives easier every day and today's most in-demand TV/Video entertainment packages.

Cloud5 is one of a very few national communications providers that designs, installs, and supports reliable networks that meet the unique needs of each student residence and the community. Then we use AI-driven monitoring and analytics tools to evaluate and report your network performance, which keeps you ahead of the technology curve as the demands of your student-residents evolve.

Investing in an updated technology solution set and modern, scalable infrastructure can increase your asset value by improving your Net Operating Income. You will leverage your investment to operate your buildings profitably 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
- 78%** of students rank Wi-Fi as the #1 amenity when searching for student housing
- 75%** of residents want Wi-Fi Pre-Installed
- 35%** of residents say their Internet services is not fast enough to meet their demands

# Simply Better Connections



## 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

- **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.
- **Technical Support** - Always on, always available 24/7/365 support to meet customer service demands when needed.

## 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** - Security cameras to ensure staff and resident safety and protect your property.
- **Telephony** - For property operation and/or resident 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.