

# Cloud5 Managed Services



## Comprehensive Support for the Hospitality IT Tech Stack

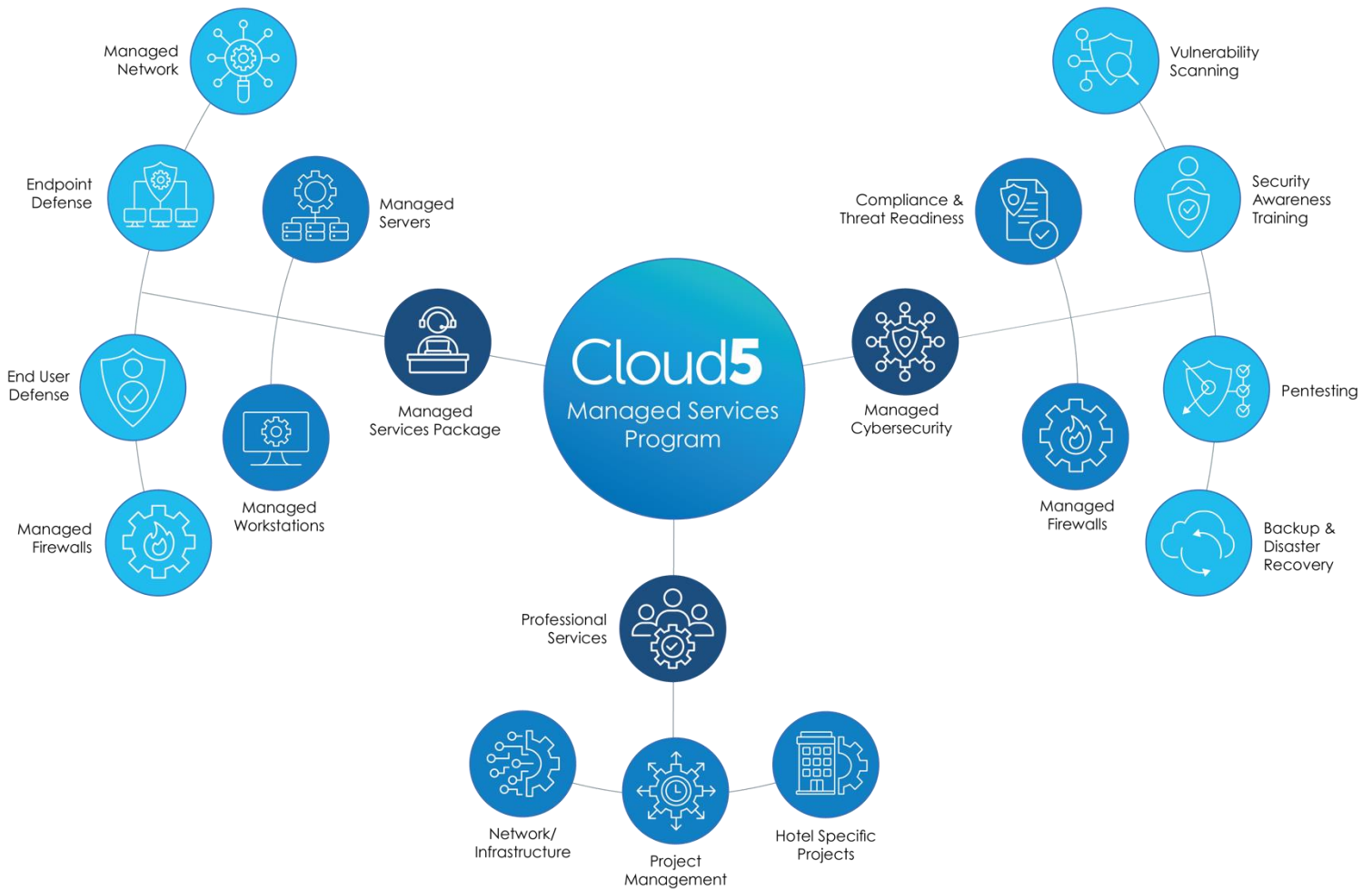
Cloud5's suite of Managed Services supports all the technology-related components of a successful hotel operation. We act as an extension of a property's IT department – offloading common IT tasks, freeing up resources for mission critical initiatives, buttoning up devices, servers, and workstations, and ensuring that the tech stack stays strong and steady.

Whether your property needs help managing day-to-day IT requests, supporting strong, secure infrastructure, or overseeing innovative IT projects, Cloud5's Managed Services can help. Our trusted team is available 24/7 to help keep hotel staff connected and systems functioning at peak performance, so hotel IT operations aren't just more effective, but they're also more reliable, more secure and less costly.

## Why Cloud5 for Managed Services?

- 20+ years of Hospitality Technology Expertise
- Only technology solutions provider with the ability to manage the full stack of hotel IT and communications: WiFi, Voice, Contact Center, and Managed Services
- In-house Project Management Office with hospitality expertise
- Experience and relationships with all systems, applications, and vendors relevant to a hotel property
- 24/7/365 support
- ServiceNow ticketing instance for seamless integrations

# Cloud5 Managed Service Provider Offerings



## Managed Services Package

A comprehensive package of 24/7 IT support, maintenance, and management solutions designed to support workstations and servers and ensure seamless operations.



## Professional Services

Expert IT support for hotels needing additional resources for specific projects. These services operate outside our Managed IT package and are available on an as-needed basis.



## Managed Cybersecurity

A flexible suite of security services that can be deployed independently of our Managed Services package, providing enhanced protection beyond the standard MSP engagement.