

# Engage With Guests Like Never Before



## Make Your Amenities Mobile

Your property has a lot to offer. Today's guests crave convenience. Cloud5 delivers that convenience with the SABA all-in-one digital product suite that lets guests enjoy your services and facilities through their own personal devices. The SABA Guest Suite combines a completely digitized compendium, self-service food and beverage ordering, and AI-driven chatbot functionality, with the option of click-to-chat/click-to-call service featuring Cloud5's world-class contact center services.

Cloud5's Guest Suite by SABA makes it easy for you to communicate with your guests using fewer resources, with no capital expenditure and no apps to download. You populate the platform with your branded products and services. Guests access SABA's mobile web app with a QR code or a quick URL.

Now you can digitize your F&B ordering, all paper-based menus and compendiums, and guest interactions through one centralized platform. Cloud5 provides you with the freedom to select the modules that best suit your property today, with the ability to scale and add additional services in the future.

## Cloud5 Advantage

- Long-lived relationships and a reputation for excellence: We serve more than 5,000 hotels across North America.
- Technology that adapts with you: A modular system that allows you to select the features that best suit your property.
- Guest experience is our top priority. Guest Suite keeps your clients engaged with your products and services.
- 24/7/365 Support and Service. We are there when you need us, day or night.

## Our Expertise

- Managed Wi-Fi
- Guest Services
- Conference Center Internet
- Network Monitoring & Analytics
- Hosted & On-Premise PBX
- SD-WAN
- SIP Trunking
- E911 Services
- Managed IT Services
- 24/7/365 Multilingual Contact Center



# Simply Better Connections



## DIGITAL F&B ORDERING & SHOPPING CART

- **Put Your Products at Your Guest's Fingertips** - Allow guests to view your menus and order from anywhere through their personal mobile devices.
- **Never Miss an Order** - Accept food and beverage orders from anywhere and increase check averages with built-in upsell features.
- **Multilingual Menus and Information** - Provide menus and ordering functionality in the language of your guests.
- **Easy to Manage** - Create shopping carts for minibar and retail sales plus keep your offerings up-to-date by adding or removing products instantly.

## DIGITAL COMPENDIUM AND MARKETING

- **Paperless Advertising** - Digitize your property's paper-based information and marketing content and deliver targeted offers to your guests.
- **Get Your Promotions Noticed** - Create instant or scheduled in-house promotions that are based on your guests' demographics to drive revenue across all outlets and facilities.
- **Integrates With Your Existing Systems** - Link existing property systems like dining and spa reservations, corporate memberships and loyalty programs.
- **Stand Alone Capabilities** - Built-in booking request forms for any service or facility.
- **Multilingual Promotions** - Translates your marketing promotions into the language of your guests.

## CHAT BOT

- **Guest Convenience** - Provide instant property-based information and automate in-room requests, with no downloads or apps required.
- **Improved Efficiency** - Significantly reduce front-desk call volumes, so your staff can focus on guest check-ins.
- **Improve Guest Satisfaction** - Eliminate guest frustration due to waiting for simple answers to common questions and collect real-time guest sentiment to address problems while guests are on property.
- **Virtual Concierge** - Provide concierge-like services like attraction, tour and local information, that can be changed or updated instantly.
- **Multilingual** - Overcome staff and guest language barriers.

## PLATFORM ACCESS

- **No Application Needed** - SABA modules do not require any downloads or applications by guests or operators.
- **Easy Guest Access** - Guests can access SABA via QR codes, web address, widgets, Wi-Fi landing pages, or via existing loyalty applications.

