The Hospitality IT Experts, Always At Your Service

Comprehensive IT Solutions & Services for the Modern Hotel

Technology is constantly evolving, and hotels must continually advance to keep up. Hotel systems are becoming more interconnected and Wi-Fi 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, strategic resource to help them navigate their approach and manage their full IT stack. 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.
- Managed Services that support all the technology-related components of a successful hotel operation - acting as a seamless extension of a property's IT department.

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
- Dedicated Managed Service Desk and in-house Project Management Office
- 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 Wi-Fi & Full Back Office
- Guest-Staff-Event HSIA
- Hosted & On-Premises PBX
- LAN/WAN/SD-WAN Management
- SIP Trunking
- 24/7 Managed Services
- General reservations, guest relations and omnichannel support
- 24/7/365 Contact Center operations

Cloud5 is a Marriott GPNS Full Certified Provider.

Cloud5.com | 877.241.2516 | info@cloud5.com

Simply Better Connections

END-TO-END HSIA SOLUTIONS

- **Internet** - Industry-leading Wi-Fi networks designed to meet the increasing bandwidth needs of the "always on" guest and staff.

- **Future-Ready Wi-Fi 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 Wi-Fi 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 SERVICES

- **Managed Service Desk** - Experienced team of IT professionals provides 24/7/365 support for all IT assets, troubleshooting and support on a wide range of IT topics.

- **Device Management** - Remote support for workstations, servers, and devices, and baseline security for all network devices.

- **Managed Network Support** - Expert engineers monitor network health, as well as specific devices, switches and UPSs, to find and resolve issues before they affect guests.

- **Managed Data Protection** - Customized data backup and recovery planning that helps hotels prepare for and quickly get back to business in case of an outage, disaster or cyber threat.

- **Professional Services** - Access to a team of experienced IT professionals and project managers who can help with a wide range of projects – from budget planning to hotel transitions to site surveys.

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 deeply tenured agents averaging 5-7 years.

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