

Cloud5 Managed Services



Managed Data Protection

Preparing a comprehensive data plan not only helps hoteliers sleep better at night, but it also helps their properties get back on their feet and back to business as usual more quickly after an emergency such as a natural disaster, system failure, cybersecurity attack or data corruption event. Cloud5's Managed Data Backup and Recovery services help hotels anticipate the unforeseeable and provide peace of mind that their data is protected, secure and recoverable.

Why Cloud5 for Managed Services?

- 20+ years of hospitality technology expertise
- Only technology solutions provider with the ability to manage the full stack hotel IT and communications: WiFi, Voice, Contact Center, and Managed Services
- Industry leader in HSIA & Network Management
- In-house engineering expertise and Network Operations Center (NOC)
- 24/7/365 support
- ServiceNow ticketing instance or seamless integrations

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MANAGED DATA PROTECTION OFFERINGS

Onboarding

Every engagement begins with our custom onboarding process. For clients that are new to our Managed Network Support services, Cloud5 assigns a specialized onboarding team to coordinate all the required activities based on the client's scope of services and ensure a smooth transition. Services include (but are not limited to):

- Project plan development and ongoing management
- An onboarding Microsoft Teams site for collaborative document sharing and file uploading
- ServiceNow set up and configuration
- Contact center set up and configuration
- Data migration to include property specific information
- Client's standard operating procedures review
- Knowledge base development
- Installation of all required software, based on the client's scope of services
- Standard daily and monthly report review and verification
- Pre-go live training for both clients and service desk associates

MANAGED NETWORK SUPPORT

Customized Plans for Every Budget

Cloud5's Managed Data Protection team works with each client to develop a customized backup and recovery approach based on the property's unique IT environment and specific needs, as well as its budget. It also helps properties establish a security baseline to better guard against cyber threats. Included in this service offering is:

- **Data Backup:** Ensuring that critical information is securely backed up, readily accessible, and meticulously managed across all IT products and systems - providing hotels with peace of mind and uninterrupted business continuity.
- **Data Recovery:** Handling the end-to-end setup and oversight of data recovery systems, guaranteeing swift and reliable restoration of valuable information in the face of unexpected challenges, safeguarding client business operations with confidence.
- **Firewall Management:** Configuring, deploying, and ongoing firewall monitoring to protect networks from unauthorized access, performance issues and malicious attacks.
- **Security Awareness Training:** Provisioning cybersecurity training to staff so they are equipped to proactively identify and avoid potential cyber threats and sidestep common cybersecurity pitfalls.

