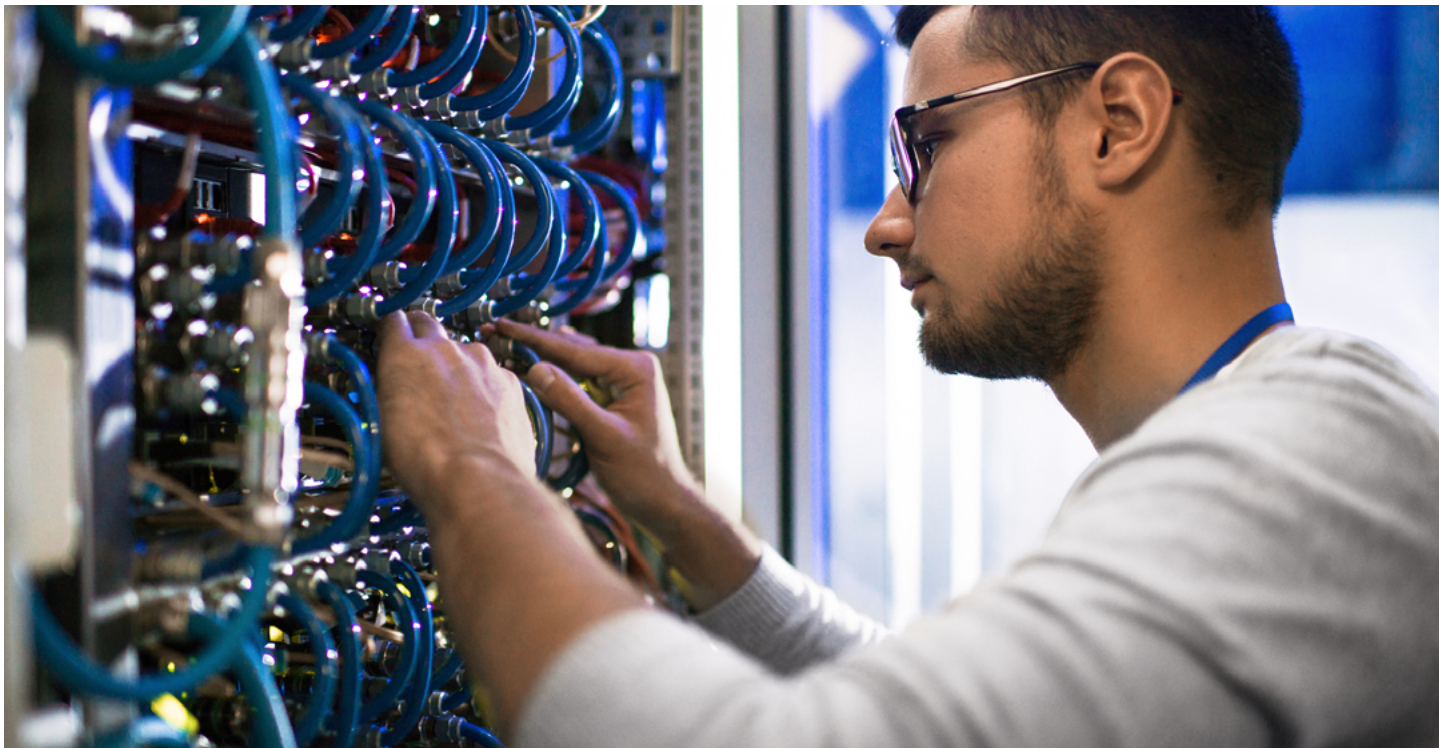


Cloud5 Managed Services



Managed Network Support

Networks are core to the Cloud5 DNA. As a long-time provider of industry-leading High Speed Internet Access (HSIA), we know what it takes to install, manage, monitor, support and improve hotel networks – and now we're offering our network expertise as a service.

With Cloud5's Managed Network Support service, hotels get access to experienced engineers, our in-house NOC and 24/7 agents trained to support the challenges and identify opportunities for improvement within hotel networks. Our team has deep engineering expertise, dozens of relevant hospitality technology certifications under its belt and years of hands-on experience – all of which it leverages to help hotels optimize their networks and identify and resolve issues before they impact guests.

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 IT
- 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

Cloud5 Managed Services



MANAGED NETWORK SUPPORT OFFERINGS

Onboarding

Every engagement begins with a customized onboarding. Cloud5 will assign a specialized onboarding team to coordinate all the required activities to ensure a smooth transition to our service desk. A dedicated project manager will coordinate all the onboarding efforts and assign additional subject matter experts as needed, based on the client's scope of services. 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

Cloud5's Managed Network Support services give properties access to expert engineering resources and solutions that can assist with:

- **Incident Management:** Responding to and resolving unplanned interruptions to network services or a reduction in the quality of services.
- **Vendor Management:** Collaborating with 3rd party vendors as needed.
- **Performance Management:** Monitoring and managing network device performance, to identify and resolve performance issues.
- **Knowledge Base Management:** Creating and maintaining network device documentation - from network diagrams to device configurations to troubleshooting guides – so properties have consistent resources available when issues arise.
- **Problem Management:** Identifying and resolving the underlying causes of network disruptions, so that they do not recur.
- **Proactive Support:** Monitoring network devices for potential problems and taking steps to prevent them from occurring.
- **Network Device Maintenance and Support:** Performing routine maintenance tasks on all covered network devices.
- **Reporting:** Generating monthly reports on switch and UPS performance and health.