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

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Cloud5 Managed Service Provider Offerings

SERVICE DESK SUPPORT

Onsite IT staff can quickly become overwhelmed by the number of daily support tickets or troubleshooting needs vying for their attention. Cloud5's MSP has an experienced 24/7 service desk that offers support for all IT assets and expertly resolves issues with workstations and servers. This lifts the burden of common IT tasks off the shoulders of hotel personnel, so they're free to focus valuable time and resources on core initiatives and higher-level responsibilities.

DEVICE MANAGEMENT

Cloud5's MSP leverages RMM tools to discover, monitor, and manage all IT assets, including workstations, servers, network devices, and software applications, ensuring the smooth operation of IT infrastructure, reducing downtime, and proactively addressing issues before they become critical.

NETWORK SUPPORT

At the core of any modern organization's technology stack is its network. A strong, reliable network is crucial for guest WiFi, BOH connectivity and a plethora of other network-dependent hotels systems – such a smart TVs, thermostats, and door locks. Cloud5's MSP helps hotels monitor their networks to identify and resolve issues before they impact guests and staff.

CYBERSECURITY

The risk of a cyberattack only increases as more systems and services go online. Cloud5's security services are meticulously aligned with industry standards, ensuring compliance and security. They are carefully crafted to meet the stringent requirements of the Payment Card Industry Data Security Standards (PCI DSS), the National Institute of Standards and Technology (NIST) Cybersecurity Framework, ISO 27001 information security management standards, and applicable state laws. This alignment ensures that security posture aligns with recognized best practices and meets regulatory requirements.

CONTINUOUS DATA BACKUP/RECOVERY

Loss of data whether caused by malicious actors, human error, or natural disaster, can bring a business to its knees if it's unprepared. Cloud5 can help properties develop customized backup and recovery processed based on their unique IT environment and specific needs, as well as its budget.

PROFESSIONAL SERVICES

When projects are mission critical, and investments are high, it's time to turn to a trusted, proven resource. Cloud5's MSP professional services help hotels deliver against a wide range of IT related projects, including IT budgeting, RFP services, hotel transitions and opening, project management, site surveys, hardware refreshes, MDF/IDF remediation and more.