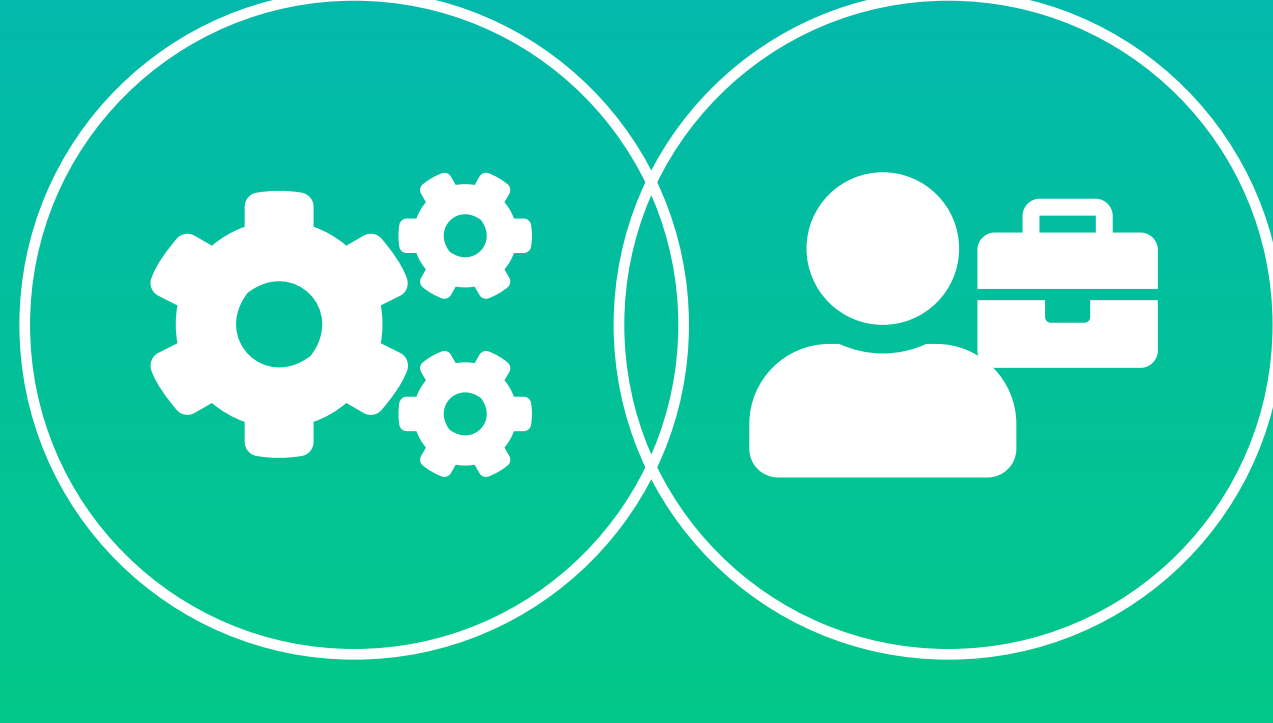
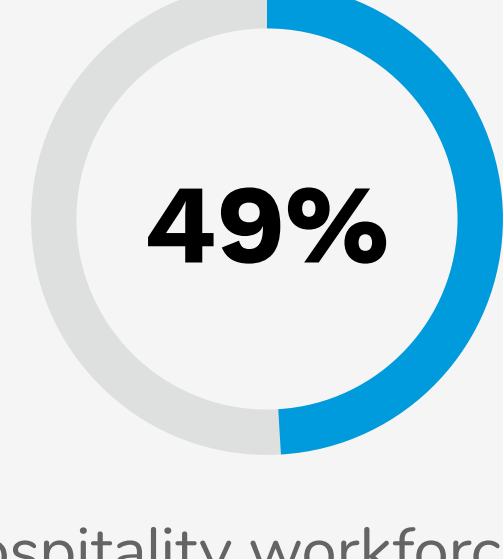


How to Address Today's Most Common Hospitality IT Pain Points



REDUCED IT RESOURCES



49% of hospitality workforce was lost during the pandemic

1.7 million

job openings at the end of July 2023



MANAGED SERVICE DESK

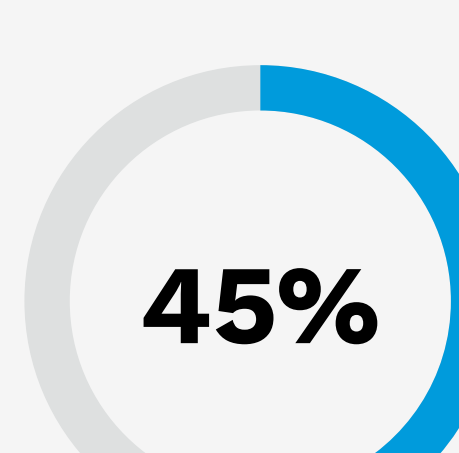
IT staff can quickly become overwhelmed by the daily support/troubleshooting needs. An MSP with a 24/7 service desk can support and expertly resolve issues lifting the burden of common IT tasks.

REDUCED IT STAFF WORKLOAD

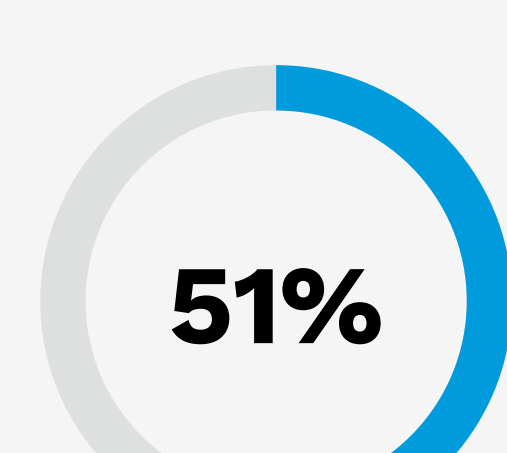


By removing common IT maintenance and management from hotel IT staff, they're freed to focus on core operations, mission critical initiatives and revenue generating activities.

EMPLOYEE BURNOUT

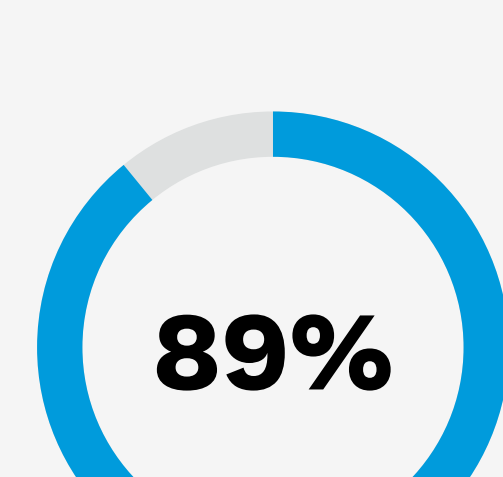


45% of workers say staff shortages lead to burnout



51% of workers say workload is biggest driver of burnout

ESCALATING COSTS



89% of IT leaders say it's challenging to find skilled professionals



REDUCED IT COSTS

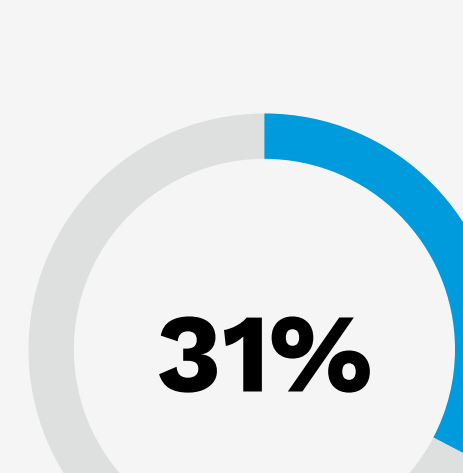
An MSP provides cost efficiencies and predictable monthly fees for managed services so hotels can more accurately budget.

INFRASTRUCTURE SUPPORT & STRATEGY PLANNING



IT and telecommunication departments require the ability to adapt as technology and customer standards continue to evolve. An MSP can conduct a full audit to ensure that relevant infrastructure remains up-to-date and able to support business needs as well as end-user expectations.

LEGACY SYSTEMS



31% of technology is made up of legacy systems and it costs 60-80% of IT budgets to support

NETWORK SECURITY THREATS

\$4.45 million

Average cost of hospitality data breach



IMPROVED SECURITY POSTURE

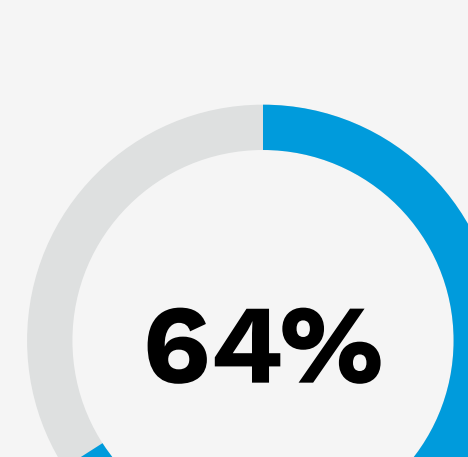
From baseline to comprehensive, an MSP can offer a wide range of services and expertise to help hotels guard against cyber threats.

IMPROVED GUEST EXPERIENCE

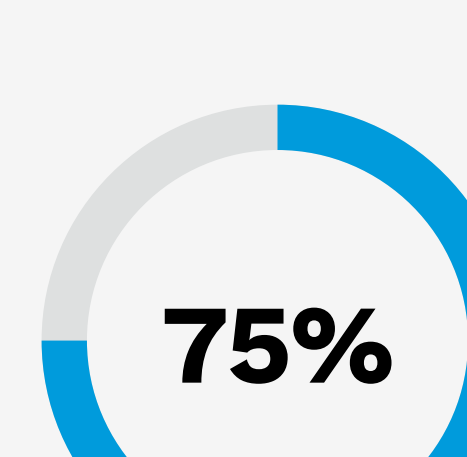


Today's guests want "home like" experiences as they travel - meaning ubiquitous connectivity, access to streaming and apps, and the latest in technology. An MSP can help hotels optimize their networks and deliver on projects that keep properties fresh and relevant.

GUEST EXPECTATIONS

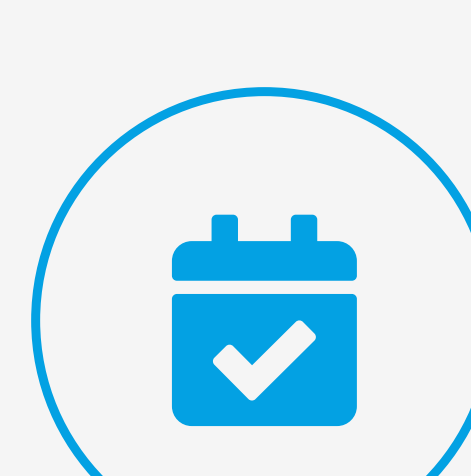


64% of guests are more likely to choose a hotel that offers tech-enabled, home-like conveniences



75% say they would choose one hotel over another if they offer local, live, and on-demand TV and music.

BRAND COMPLIANCE AND POST-PANDEMIC UPGRADES



Post-pandemic, hotels are refocusing on deferred brand compliance projects.



PROFESSIONAL SERVICES

An MSP can 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.

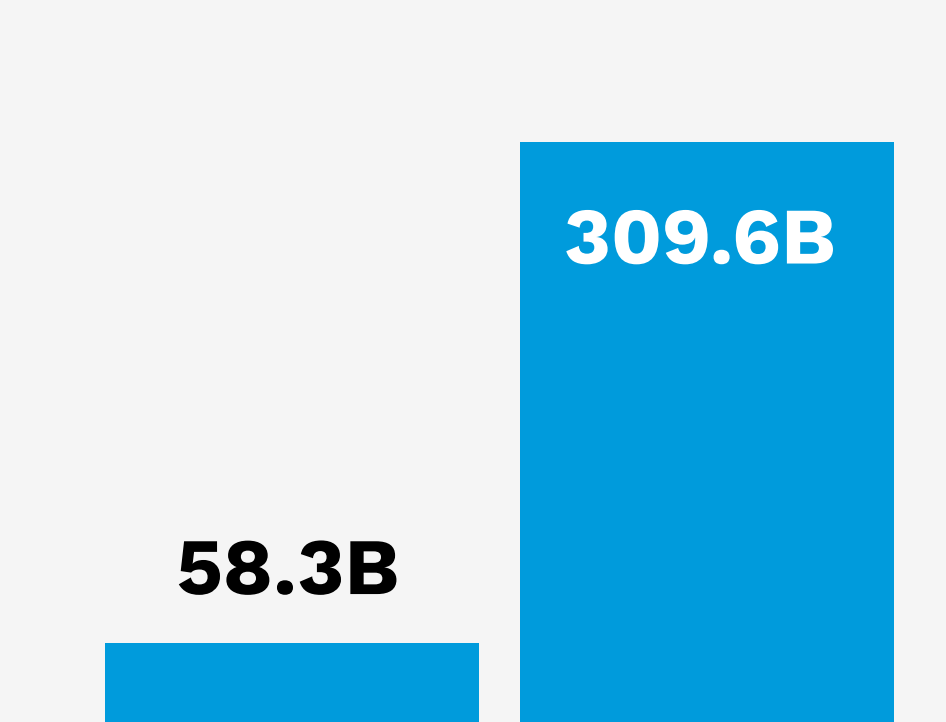
CAPACITY FOR NEW INNOVATIONS



As AI-powered technologies proliferate, Hospitality IT professionals need to look forward and plan for future innovation. Offloading common IT tasks to an MSP can free up time and resources to explore next-generation technologies

NEW INNOVATIONS

Global AI market expected to grow from USD 58.3B in 2021 to USD 309.6B by 2026 indicating a increase in adoption of AI.



Meet Managed Services

At a time when budgets are increasingly strained and employee responsibilities are stretched almost to the breaking point, a third-party MSP can provide some much needed support.

- ✓ Address common IT challenges
- ✓ Reduce IT resource costs
- ✓ Design, build, install, manage and support IT infrastructure and system applications
- ✓ Effectively manage mission critical IT projects and investments
- ✓ Overcome IT staffing shortages
- ✓ Audit current infrastructure
- ✓ Keep pace with advancing technologies
- ✓ Forecast future needs/budgets

An MSP delivers a wide variety of IT services to customers – allowing them to focus on business, giving clients a broad range of benefits:

- Improved guest experience
- Reduced IT costs
- Increased IT uptime and reliability
- Access to experienced IT professionals
- Reduced IT staff workload
- Improved security postures

Ready to take the next step in providing your IT and operations teams with the professional support & expertise they deserve?

Contact Cloud5 for more details on how Managed Services can propel your own business towards enhanced efficiency, lower costs and heightened success: cloud5.com/managed-services

