

Ideal for

- 5 star hotels
- Conference centres
- Business centres



Wi-Fi Powered by
The Cloud

Wi-Fi provides the perfect reception.

Guests will appreciate The Cloud's superior Wi-Fi experience.

We are Europe's leading provider of Wi-Fi services in hotels and conference centres – over 1250 hotels with over 85,000 bedrooms.

Keeping your guests connected and happy.

- **In room, foyer and reception** coverage
- **Business & conference** centre products
- **Fixed and wireless** solutions
- **Full** PMS integration
- **On bill, voucher or credit card** payments
- **Managed** service options
- **Full** legal and regulatory compliance
- Superb **24/7/365** customer support
- **Expert** advice and service

The Cloud Hospitality Solutions

The most prestigious hotels across Europe trust The Cloud to deliver high quality Wi-Fi and Internet guest services – over fixed or wireless networks.

We provide c.1250 hotels with c.85,000 hotel guest rooms, across 12 European countries, with fully managed and secure guest services – compliant with EU directives and individual country regulations – delivered using our state of the art technology blending the best of central and distributed technologies to enable fast guest connections and scalable bandwidth solutions.



Branded Hotel Internet Services

Fast fixed and wireless service options – branded to meet the exacting requirements of the world's leading hotels:

- **Seamless Wi-Fi mobility throughout the hotel**
- **Simple/fast registration:**
 - Online within a few clicks
 - One time registration for frequent users
 - Free links to hotel content/information
 - Optimised for all device types – laptops, notebooks, smartphones – any Wi-Fi enabled device
- **Easy authentication & payment systems:**
 - Fully integrated with PMS – authentication via name & room
 - Integrated with hotel bill
 - Credit card payment options
 - Voucher systems
- **Flexible product & price models:**
 - Charging by the minute, hour or day (visitors/guests)
 - Short and long term group products (conferences)
 - Inclusive rates offering free access (visitors, selected rooms)
 - Reward programs
- **Superb customer services:**
 - Multi lingual
 - 24/7/365 online free support
 - Information brochures
 - Wi-Fi adapters/cable packs
 - Cloud hotspot locator

Conference Internet Services

- The key is flexibility – to cater for simple group access – for seminars, meetings and adhoc events through to sophisticated/ dedicated services required for more complex conference network solutions.
- We provide the hotel C&B teams with expert advice, customised solutions, onsite support and tailored installations.
- We can provide loan equipment, customised conference landing pages (web), easy registration for delegates.
- We have technical and commercial experts able to offer advice and guidance to ensure superb conference facilities.

Business Lounges

- Ultra-modern space-saving all-in-one devices feature 17" or 20" flat screens and a customisable interface in 34 languages.
- Ideal for business travellers, they include MS Office, Acrobat Reader, Windows Media Player, Instant Messenger, etc.
- IP telephony with integrated webcam, printer, fax, scanner, USB ports and card readers complete the line-up.
- Virus protection and firewall will be updated daily; child protection and a system reset to remove all previous user data ensure a high level of security.

Support

- Free hotel helpline/technical/commercial support
- 24/7 systems monitoring with 360° supervision
- Professional account management – sales, marketing & technical
- Online and on site technical support and periodic training
- Full marketing and sales support:
 - Brochures, posters and postcards
 - Room displays
 - Banner systems
 - Search engine listing/optimisation
 - Key card advertising

Multi Device Access Solutions

- We run sophisticated highly secure state of the art systems:
- IEEE 802.11 standards
 - SSL encoding
 - Hotspot firewall/isolation of internal users
 - VPN solutions/compatibility
 - Secure corporate network connectivity
 - Unlimited IP addresses
- We have developed applications that enable seamless multi device Wi-Fi connectivity:
- FastConnect – auto connects Apple, Windows and Android devices (cellular or non cellular)
 - Mac authentication – auto connects cellular devices

Business Model Flexibility

We work with our customers to define the best service and revenue model for the hotel either through installing our own equipment or overlaying onto existing cabling and infrastructure. Each situation is different requiring a flexible approach to the commercial model – we can share revenues, offer fixed fees or a managed service – the key is flexibility.



For more information call **0800 085 5996**
or visit **www.thecloud.net**