

# Event Network Operations Center



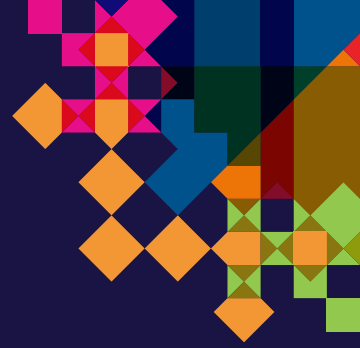
## Providing reliability, custom support & peace of mind

Robust event infrastructure integration with a single provider is critical to success. That's why hundreds of venues depend on **Encore Managed Network Services (MNS)** to configure, monitor and proactively manage their networks. MNS includes many benefits, such as full management of all aspects of the network, dedicated, dynamic bandwidth, and **Event Network Operation Center (E-NOC)** support. The E-NOC helps with evolving customer needs that elevate the guest experience. Key E-NOC advantages include event-specific customizations, detailed bandwidth reporting to share with the customer, 24/7 support and more.

### E-NOC Benefits:

- **Based in the US**
- **Additional regional & national monitoring support across three time zones**
- **Event specific support**
- **Provides stability of service**
- **Increased network reliability**
- **An extra layer of network support for our partners**

# Making sure your customers are connected



Live updates on weather/news provide proactive event support

Transparent customer support ticketing system increases response time 24/7

Proactive onsite, regional and national network monitoring, troubleshooting, and conference call support increases venue peace of mind

Dedicated and dynamic bandwidth allocation to support large scale events and attendee demand increases venue capacity and flexibility



Pre-event support to ensure sales and technical teams are partnering to create a customized solution for customers

Post-event customer bandwidth reporting reinforces customer relationships while providing additional partnership value

Reliable, skilled, customer-centric Network Operation Engineers provide superior customer service

## Rapidly changing industry makes Encore MNS more impactful than ever before:

- Internet usage increased by 70 percent during the pandemic\*
- Reliable internet and bandwidth configurations that support all types and sizes of events is key to hoteliers
- Our partners have seen a 30 percent average increase in topline internet revenue.
- Encore MNS designs and supports more than 500 custom event configurations a month
  - > This expands the range and complexity of events hotels can manage

Learn more about Encore Managed Network Services at <https://encoreglobal.com/internet-services>

\*Koetsier, John, 2022, Forbes: "Smart Home"  
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