

## Visually Explore the Advantages of Our Internet Services

Event expectations and complexity have increased. Planners and presenters are now requiring more network configuration support. And guests need more bandwidth to support their devices.

How can hoteliers grow their revenue while maximizing everyone's satisfaction? Simple. Offer the best internet services with an extremely reliable network.

### Discover the Differences Between Encore Internet Services

#### CONNECTION SERVICES (CS)

These services supplement a hotelier's current network with onsite customer support and sales

#### MANAGED NETWORK SERVICES (MNS)

A more robust solution that includes complete management, event-specific customization, immediate support, dynamic bandwidth, and more



Onsite Sales

Bandwidth Customization and Reporting

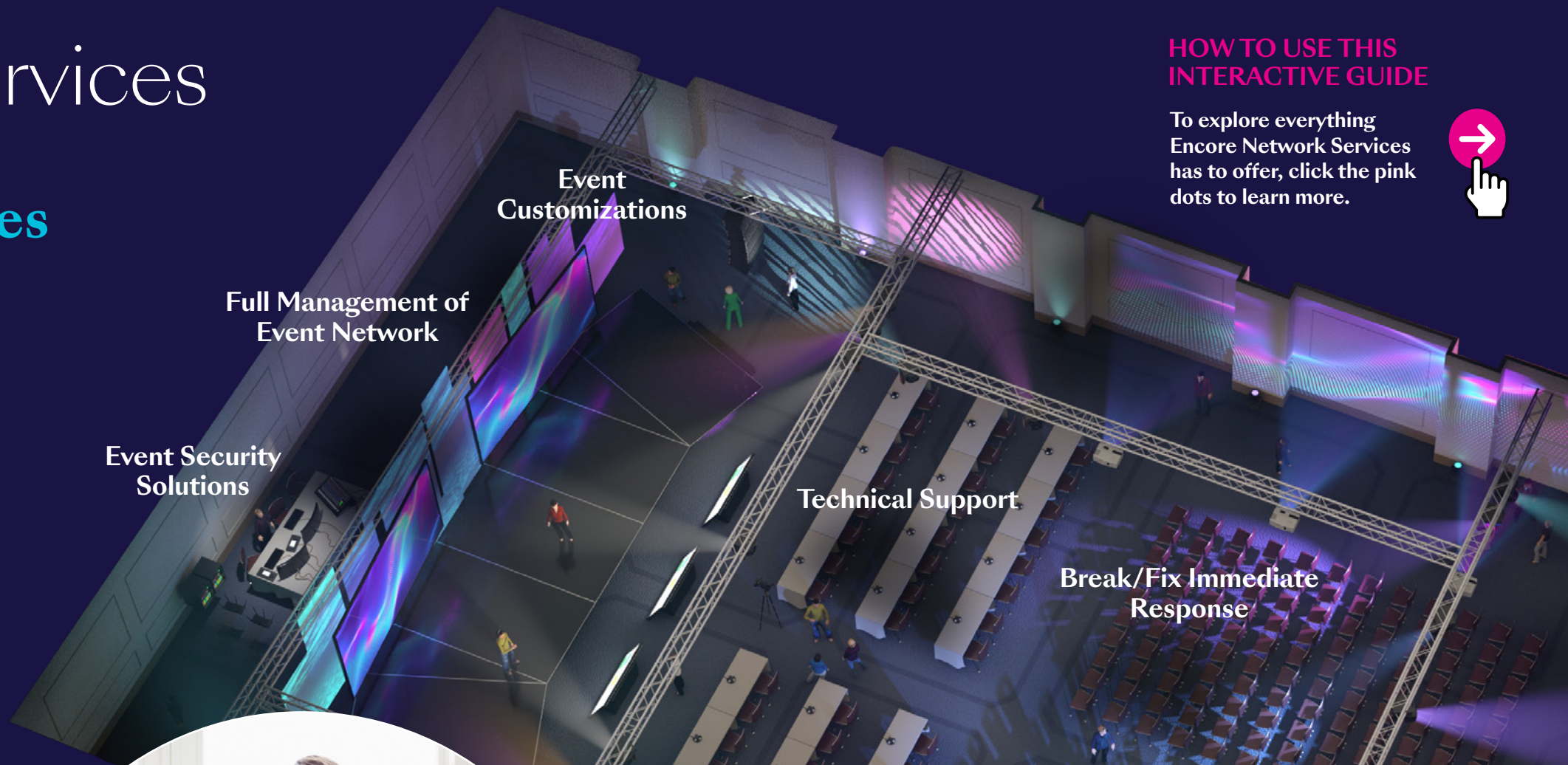
The Encore onsite sales team ensures internet needs are met to achieve the event vision.



E-NOC 24/7/365 Network Management

Dedicated and Dynamic Bandwidth

Event Network Operations Center (E-NOC) provides offsite engineering support at all times.



Event Customizations

Full Management of Event Network

Event Security Solutions

Technical Support

Break/Fix Immediate Response

HOW TO USE THIS INTERACTIVE GUIDE

To explore everything Encore Network Services has to offer, click the pink dots to learn more.

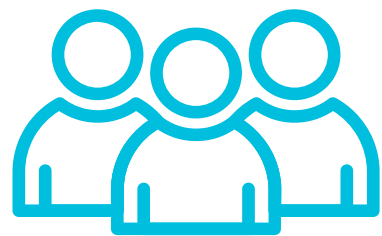




## Why Choose Encore As Your Internet Provider? Peace of Mind.

As an event industry leader, Encore understands event needs more than other network service providers. We know the level of network customizations required and the importance of onsite support when needed. Choosing Encore is the best way to ensure your events execute flawlessly and completely exceed customers' expectations.

### THREE LEVELS OF PRIORITY HOTELIER SUPPORT



Dedicated onsite team

Regional support for large events

National support including our exclusive Event Network Operations Center (E-NOC)

## Unrivaled Managed Network Services Event Experience and Expertise

**200+**

Managed Network  
Environments

**900+**

Meeting Spaces with Onsite  
Internet Support

**3,500+**

Managed Enterprise-Grade  
Network Appliances

**8,000+**

Wireless Access Points

**90+**

Certified Field Internet  
Support Members



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### Full Management of Event Network

Encore fully manages all aspects of network services to help ensure customer expectations are exceeded.





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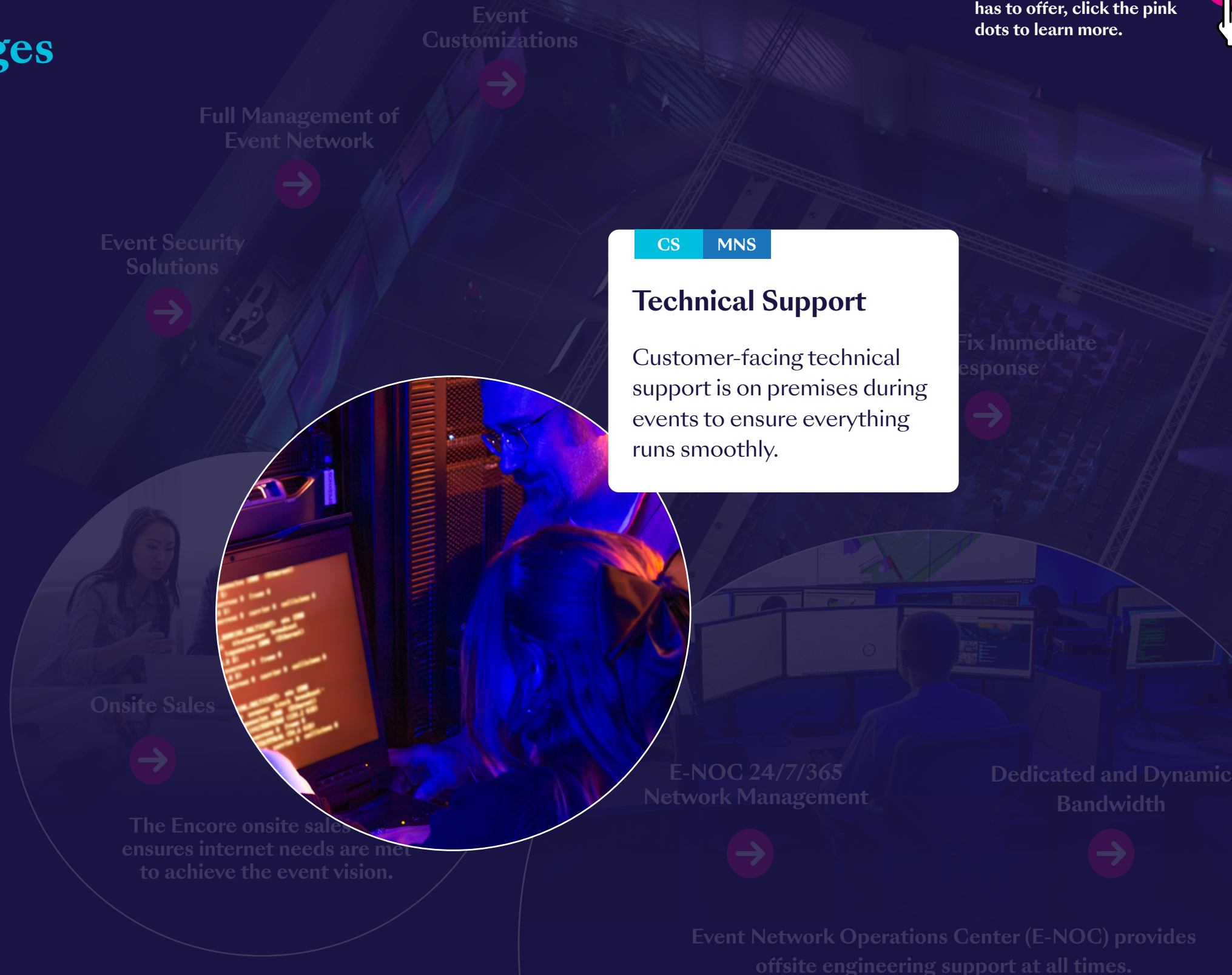
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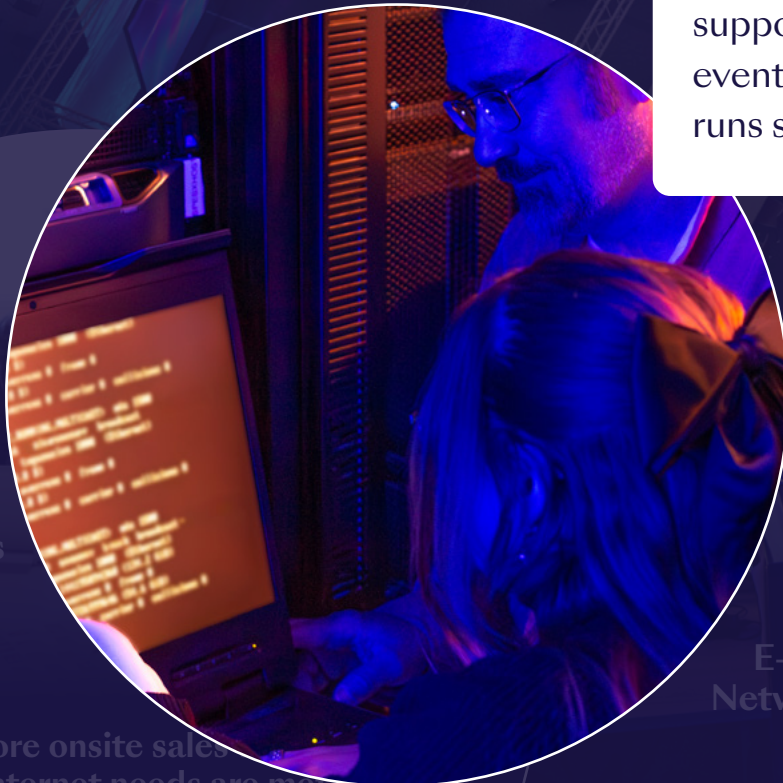
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**CS** **MNS**

### Technical Support

Customer-facing technical support is on premises during events to ensure everything runs smoothly.





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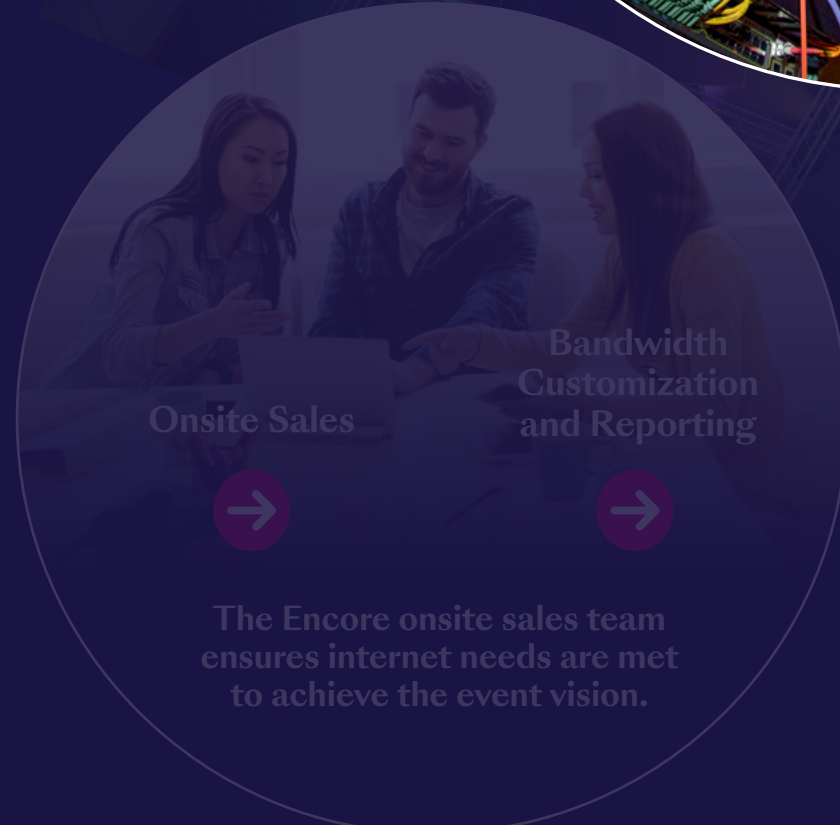
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#### Break/Fix Immediate Response

Onsite staff immediately responds to equipment failure, and repairs or replaces it, limiting downtime. If additional equipment or help is needed, they partner with E-NOC engineers.



Onsite Sales

Bandwidth Customization and Reporting

The Encore onsite sales team ensures internet needs are met to achieve the event vision.

E-NOC 24/7/365 Network Management

Dedicated and Dynamic Bandwidth

Event Network Operations Center (E-NOC) provides offsite engineering support at all times.



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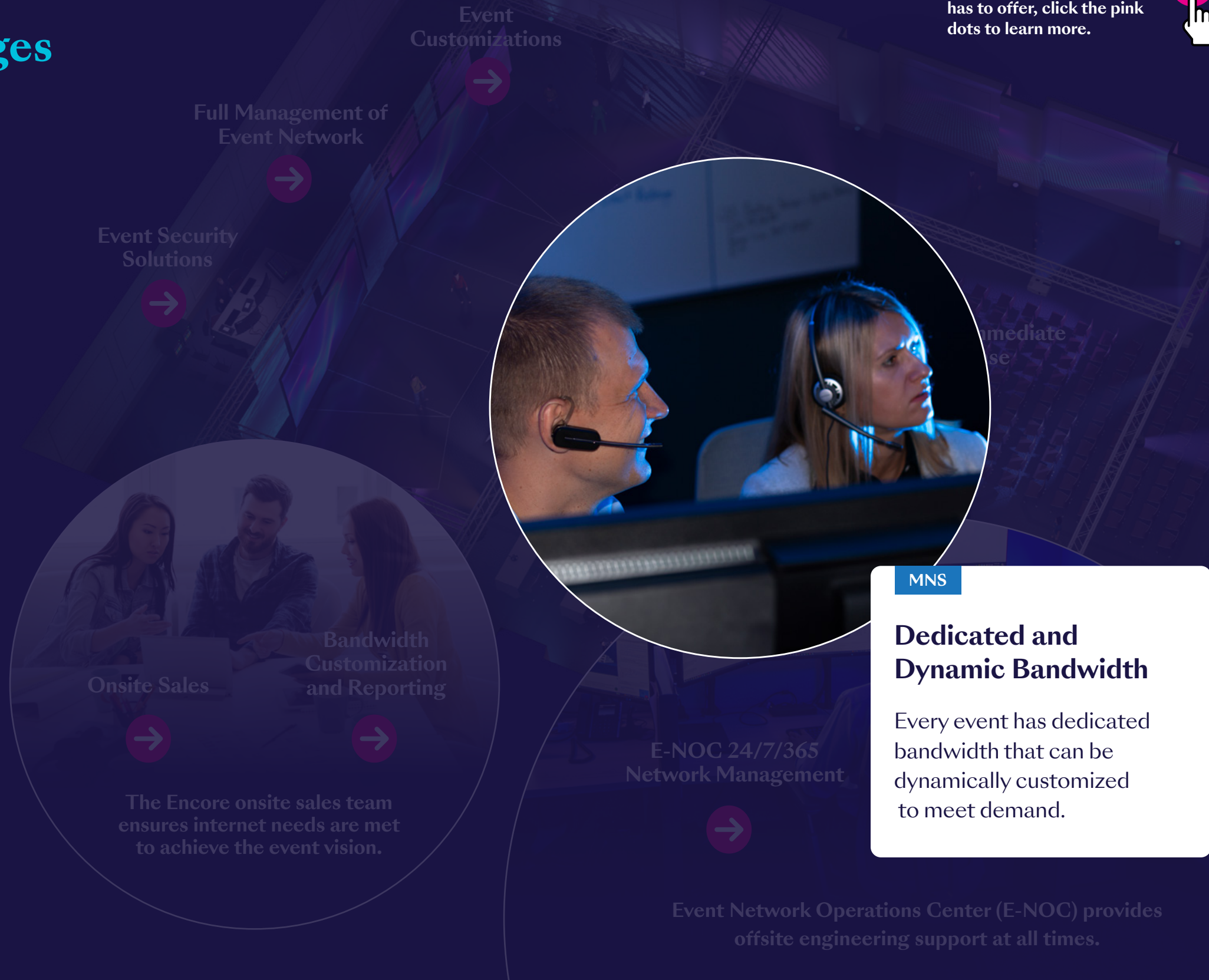
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**MNS**

### Dedicated and Dynamic Bandwidth

Every event has dedicated bandwidth that can be dynamically customized to meet demand.

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CS MNS

#### Onsite Sales

Customer-facing salespeople help upsell services and increase revenue.

- Encore onsite internet sales support teams have the expertise, equipment and training to help you confidently sell enhanced internet services
- Customized solutions and reporting opportunities drive higher revenue and ROI
- Delivers maximum bandwidth and satisfaction
- One provider simplifies the customer experience

MNS partners typically increase topline internet revenue on average by

**30%**

NOC 24/7/365  
Network Management

Dedicated and Dynamic  
Bandwidth

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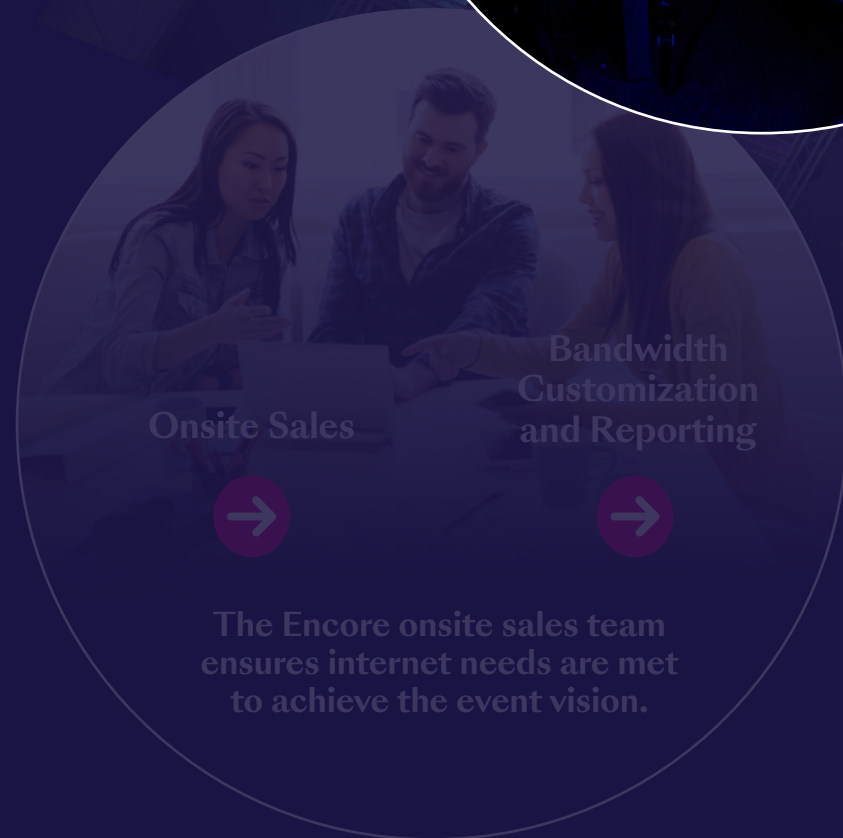
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### E-NOC 24/7/365 Network Management

Our exclusive Event Network Operations Center (E-NOC) delivers continuous network management, support and much more.

- Proactive maintenance and bandwidth support
- Specialized multi-lingual team of problem solvers
- Break/Fix services by partnering with onsite staff
- Rapid disaster recovery response

Event Network Operations Center (E-NOC) provides offsite engineering support at all times.



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### Bandwidth Customization and Reporting

Dashboard oversees network management and dynamically adjusts bandwidth as demand increases. Nightly internet reporting shares performance and utilization.

- Network customizations to achieve bandwidth target for event scope
- Dashboard allows network management in real time
- Always-on internet reporting
- Event network performance scorecard
- Scheduled emails of network performance and bandwidth utilization
- Provides transparency and bandwidth usage so meeting planners know how to plan for future events

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### Increasing Demand for Bandwidth

No matter the type of event – straightforward to highly complex – every device, presentation, video playback, LED wall, event platform, you name it, requires more bandwidth. Having more than enough is critically important.



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#### Event Customizations

Network customizations are scoped and adjusted to achieve every event's bandwidth target.





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### Event Security Solutions

State-of-the-art security solutions are designed by event to protect everyone – hoteliers, guests and event planners.

- Private VLAN with dedicated bandwidth
- Hidden SSID keeps network invisible
- Password protection with WPA2/WPA3 passkey

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