Keep Your Organization Connected

A Technology Guide for Evolving Enterprises
in a New Digital World

COMCAST BUSINESS

Overview

Organizations everywhere are facing unique challenges during the Covid-19 pandemic. They're being forced to expedite their digital transformations to serve customers in new ways. Their employees are working from home and trying to adapt their home technology to their business needs. Online learning has taken on new urgency, and network security is more important than ever as business is conducted virtually.

Comcast Business is here to help. We've put this **Technology Guide** together to help you evolve your business model to accommodate new digital-centric realities.

Essential Organizations

| Healthcare | Manufacturing | Financial Services | Education | State & Local Government |

Essential organizations are being pushed to engage and serve the critical needs of customers and constituents in different ways. This is not the time to have your technology infrastructure let you down.

As a Comcast Business customer, you'll be able to:

Have reliable, high-speed connectivity	Scalable bandwidth to support your peak business times.
Innovate faster and cost-effectively	Comcast Business offers a range of scalable, cost-effective, carrier-grade Ethernet solutions that seamlessly and securely connect all parts of your organization.
Help protect all your internet-connected devices	Reduce vulnerability to distributed denial of service (DDoS) attacks with Comcast Business DDoS mitigation Services.
Optimize your network	Comcast Business SD-WAN lets you use our online portal, mobile app, or Alexa device to connect branch offices and remote sites and direct traffic over the best path based on application priority and connection status.
Avoid missed calls and easily collaborate	Comcast Business VoiceEdge™ supports your employees wherever they are working, with cloud-based unified communication features.
Augment your IT team	Comcast Business Managed Services and IT Deployment Services let you focus on running and scaling your business while we manage your IT services.

Plus, you can remotely manage your Comcast Business services and features, and sign up for alerts with the Comcast Business App and My Account.

Evolving Business Models

Restaurants | Real Estate | Professional Services | Retail

If your business has been forced to change the way you service your customers or members, you may find the technology that worked for you before isn't exactly what you need now. Reengineering your operations to institute online ordering and payment, accommodate virtual meetings and tours, or provide other online services puts added pressure on your bandwidth and an extra need for enhanced internet security.

As a Comcast Business customer, you'll be able to:

Have reliable, high-speed Internet and Ethernet connectivity	With scalable bandwidth, and no data caps on coax services, your business can be agile in responding to expanding digital needs.
Avoid missed calls	Download the mobile app to forward your business calls to anywhere you need to be. Add Voice Assistant to control your phone with voice commands.
Reliable connectivity	Comcast Business Ethernet services provide secure, reliable, high-performance connectivity to help companies manage data, drive application performance, and safely access cloud and data center resources.
Check network health	Centrally control your network with ActiveCore℠ software-defined networking. Simplify WAN services across locations with SD-WAN, and free up IT resources with Managed Router and Firewall.
Stay connected to the network	Monitor the health of your network with an easy-to-use portal, mobile app or voice-enabled device. Maintain business continuity with automatic failover to a wireless backup service.

*Check with your Comcast Business representative regarding installation timelines for these products.

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Help Improve Productivity for Remote Workers

Working from home brings a host of challenges for your company's employees, including staying disciplined, creating a comfortable work space, and most importantly, having the right technology in place to remain productive.

Here are some things to consider for helping your employees stay connected...even while social distancing.

1. Internet Connection

Remote workers must have high-bandwidth internet to participate in all of those video conferences, access apps in the cloud that will help them do business, and receive and send business data. Especially considering that everyone in their house is fighting for the same bandwidth, including kids taking online classes, spouses working from home, and everyone streaming content.

> **Questions remote workers need to ask their Internet service provider** (ISP)
>
> - Do I have enough bandwidth to power all our devices all the time?
> - How much bandwidth do I need for things like: VoIP and online video meetings, steaming movies, video games and online classes?

2. WiFi

Remote workers need to be sure that their WiFi connection can support the added devices now accessing it and provide the coverage they need for their house.

> **Questions remote workers should ask their ISP**
>
> - Do I have the coverage I need for my home?
> - Can I limit access to WiFi at certain times of the day or for certain people in the household (children)?
> - How can I secure devices connected to my home WiFi network?

3. Internet Security

It's more important than ever for remote workers to protect their connected devices from cyber threats like malware, botnets and phishing scams.

> **Questions remote workers should ask their ISP**
>
> - How can I help protect myself from malicious websites and emails?

Business Apps for Working Remotely

(Special Offers from Comcast Business)

Comcast Business has teamed up with other tech leaders to help you find new ways to keep your business moving forward and connect with others in innovative ways. Take a look below to see how these apps could help you!

Stay Connected to Customers and Vendors

zipwhip	**ZipWhip –** Business Text ZipWhip is a business text messaging platform that lets you send and receive texts from your business phone number.	[60 Day Trial](#)
eComFax	**eComFax –** Electronic Fax eComFax lets you use your email client to send and receive faxes securely to and from anyone using your email client, wherever you have Internet — phone, tablet, laptop, or desktop.	[60 Day Trial](#)
Hive	**Hive –** Project Management Hive is a project and task management platform that gives businesses tools to track tasks and projects, communicate effectively and keep projects moving.	[60 Day Trial](#)

For Restaurants

SEVENROOMS	**DirectDelivery by SevenRooms –** Online Ordering for Restaurants DirectDelivery gives restaurants an easy, online way to provide local delivery and pickup options to customers.	[Special Offer](#)

Help Your Employees Stay Healthy

Grokker	**Grokker –** Health & Wellness Grokker provides access to content for fitness, mindfulness, sleep, stress reduction, nutrition, and financial wellbeing to help keep you and your team healthy and happy during this difficult time.	[90 Day Trial](#)

For Call Center Management

Stella CONNECT	**StellaConnect –** Customer Experience (CX) for Virtual Call Centers StellaConnect is a CX platform that connects customer feedback, QA, and coaching, so CX leaders can improve visibility into call center performance. It works best with contact centers with > 30 agents, either centralized, dispersed, or working from home.	[90 Day Trial](#)

Comcast Business is here to help you during this time and always. When every connection counts, you can count on us.

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