Comcast Business Recognized with Atlantic ACM 2020 Business Connectivity Service Provider Excellence Award

PHILADELPHIA – September 17, 2020 – Leading research consultancy and market diligence firm ATLANTIC-ACM delivered its 2020 U.S. Business Connectivity Service Provider Excellence Awards based on the results its survey of business end users. The awards were determined by detailed user reviews from over 1,200 unique customers who provided more than 3,400 carrier specific evaluations of service level and product quality for their current providers. Comcast Business was presented with the Data Value award, given to the large service provider who receives the highest combined ratings for perceived quality and price competitiveness of their data service offerings.

ATLANTIC-ACM introduced the Business Connectivity Report Card survey in 2006 to identify the strengths and weaknesses of enterprise service providers, along with customer buying trends and priorities.

The 2020 analysis of the U.S. enterprise voice and data market marks the 15th consecutive year of this research and offers competitive customer experience benchmarking data to carriers along with insights on shifting purchase dynamics and buying priorities.

Network Performance, Security, and Price continue to be the most important buying priorities for enterprise customers. Respondents indicated continued plans to decrease spend on and/or migrate away from Legacy Voice and Private Line in favor of more cost effective and higher capacity Ethernet, Wave, Internet Access, and SD-WAN services. Reported buyer demand for additional services indicated that Security, Network Monitoring, Managed Wi-Fi, Wireless Data Connections, SD-WAN, and Unified Communications were all focus areas for customers in the rapidly evolving landscape of enterprise communications.

This year, ATLANTIC-ACM also asked targeted questions to assess the impact of COVID-19 on future purchases and changing work environments. Key insights include the proliferation of remote workers, with >80% of employees working remotely during the pandemic, consequently driving demand for hosted UCaaS solutions. On other services, buyers are planning to hold spend given the uncertainty around business reopening, with legacy service disconnects expected accelerate post pandemic.

About Comcast Business
Comcast Business offers Ethernet, Internet, Wi-Fi, Voice, TV and Managed Enterprise Solutions to help organizations of all sizes transform their business. Powered by an advanced network, and backed by 24/7 customer support, Comcast Business is one of the largest contributors to the growth of Comcast Cable. Comcast Business is the nation's largest cable provider to small and mid-size businesses and has emerged as a force in the Enterprise market; recognized over the last two years by leading industry associations as one of the fastest growing providers of Ethernet services. For more information, call 866-429-3085. Follow on Twitter @ComcastBusiness and on other social media networks at http://business.comcast.com/social.

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