



Keep Your Business Moving

A Technology Guide for
the New Normal

COMCAST
BUSINESS

BEYOND FAST

Table of Contents

Overview 3

Changing Business Models

Sample businesses include: Restaurants • Schools • Gyms/Yoga Studios • Churches/Religious Orgs..... 3

Scaling Up Operations

Sample businesses include: Physician’s Offices • Manufacturing • Grocery Stores/Pharmacies • Delivery Services 4

Working from Home

Internet Connection..... 5

WiFi..... 5

Internet Security..... 5

Business Apps for Working Remotely (Special Offers from Comcast Business)

Stay Connected to Customers and Vendors..... 6

For Restaurants 6

Help Your Employees Stay Healthy..... 6

For Call Center Management..... 6

Comcast Business is Here to Help

See our Response to COVID-19.....7

Overview

Small businesses everywhere are facing unique challenges during the Covid-19 pandemic. Many businesses, like restaurants and coffee shops, are changing their business model to focus on curbside delivery and take-out. Others like grocery stores and pharmacies are actually finding they need to scale up their operations to meet with the increased demand. And many employees are working from home and trying to adapt their home technology to their business needs.

Comcast Business is here to help. We've put this **Technology Guide** together to help you navigate the "new normal" - no matter what that normal is for your business.

Changing Business Models

Sample businesses include:



Restaurants



Schools



Gyms/Yoga Studios



Religious Orgs

If your business is one that 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, online classes or 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 connectivity	With scalable bandwidth and no data caps, your business can become more digital.
Avoid missed calls	Receive business calls on your mobile device when you enable Call Forwarding. Available with Comcast Business Voice solutions.
Check network health	Comcast Business Internet customers can set web filters to enforce an Internet access policy for devices connected to your network and also receive emailed network activity reports with Comcast Business SecurityEdge™
Stay connected to the network	Comcast Business Internet customers can keep devices connected to the Internet for up to 8 hours if power or service are out with Comcast Business Connection Pro.
Keep an eye on your business from anywhere	Check on your business locations, even when you can't be onsite, with Comcast Business SmartOffice™
Keep your customers/members informed	Keep your customers informed by updating your business' splash page with WiFi Pro.*

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

Plus, you can remotely manage your Comcast Business services and features, and sign up for alerts with the [Comcast Business App](#) and [My Account](#). This makes voice and security features accessible anywhere, anytime.

Scaling Up Operations

Sample businesses include:



Physicians



Manufacturing



Grocery Stores



Pharmacies



Delivery Services

Many businesses are now finding their products and services in great demand. Essential businesses like doctor's offices and grocery stores are being pushed to the limit to support customer needs. 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	With scalable bandwidth and no data caps to support your peak business times.
Help protect all your internet-connected devices	Comcast Business Internet customers can help protect devices connected to their network from cyber threats like malware, phishing and botnets. They also can prevent access to compromised or unwanted sites with Comcast Business SecurityEdge.™
Stay connected	Comcast Business Internet customers can keep their business up and running by staying connected to the internet in the event of a power outage with Comcast Business Connection Pro.
Avoid missed calls and easily collaborate	Receive business calls on your mobile device with Call Forwarding and collaborate with team members and clients who may be working from home with audio conferencing.
Keep an eye on your business	Keep an eye on your operations from anywhere with Comcast Business SmartOffice.*
Keep your customers and members informed	Comcast Business Internet customers can use WiFi Pro* to create a splash page to convey important information.

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

Plus, you can remotely manage your Comcast Business services and features, and sign up for alerts with the [Comcast Business App](#) and [My Account](#). This makes voice and security features accessible anywhere, anytime.

Working from Home

Working from home brings a host of challenges, including staying disciplined, creating a comfortable work space, and most importantly, having the right technology in place to get the job done.

Here are some things to consider for staying connected...even while social distancing.

1. Internet Connection

Work-at-homers must have high-bandwidth internet to participate in all of those video conferences, access apps in the cloud that will help you do business, and receive and send business data. Especially when you consider that everyone in your house is fighting for the same bandwidth. The kids are taking classes online and playing video games, while your significant other is working from home – what worked a few weeks ago likely isn't what you need now.

Questions to ask your 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, streaming movies, video games and online classes?

2. WiFi

You'll need to be sure that your WiFi connection can support the added devices now accessing it and provide the coverage you need for your house.

Questions to ask your 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 to protect your connected devices from cyber threats like malware, botnets and phishing scams.

Questions to ask your ISP




- How can I help protect myself from malicious websites and emails?
- Is anti-virus software enough?

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 - 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 - 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 - 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

	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
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Help Your Employees Stay Healthy

	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
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For Call Center Management

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

Restrictions apply. Not available in all areas. Features and services vary depending on service. Connection Pro, WiFi Pro, Comcast Business SecurityEdge and Comcast Business SmartOffice™ require Comcast Business Internet for additional monthly charge. Comcast Business Security Edge does not prevent access to Internet sites if connected via public Wi-Fi, virtual private network technology or non-Comcast DNS servers. Comcast Business SmartOffice is not a security service and does not include professional monitoring. Comcast Business Class Security, LLC d/b/a **Comcast Business SmartOffice** (FEIN# 45-5571143); **AL**: 001785, 001789; **AR**: 2536; **AZ**: ROC 307346, BTR 18286-0; **CA**: CSLB 1028256, ACO 7677; **CT**: ELC 0189754-C5, ELC 0202487-C5; **DE**: SSPS 13-225; **FL**: EF0000279; **GA**: LVU406354; **IL**: PACA127-001555; **LA**: F2257; **MD**: 107-1937; **ME**: LM50017039; **Mi**: 3601206519; **MN**: TS674413; **MS**: 15030170; **NC**: 1937-CSA; **NJ**: Burglar Alarm Business Lic. # 34BF00052000; **NM**: 379095; **NY**: licensed by the N.Y.S. Department of State 12000317423; **OR**: CCB 199939; **SC**: BAC-13662; **TN**: ACL 2006, ACL 2002; **TX**: B18966; **UT**: 8788186-6501; **VA**: 2705151177, DCJS 11-15181; **VT**: ES-02366; **WA**: COMCABS846NU; **WASHINGTON, DC**: ECS 904217, BBL 602517000001; **WV**: WV051524. Valid 10/11/18. See www.business.comcast.com/smartoffice for current list. ©2020 Comcast. All rights reserved. CB_SMB-Technology-Guide_SLS91094_4.20

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