

WiFi: A BUSINESS IMPERATIVE FOR TODAY'S ENTERPRISE

In today's competitive environment, stores, banks, hospitals, restaurants and branch offices are all evolving into technology-enabled hubs that are designed to help improve the customer experience and drive customer loyalty. As people become increasingly immersed in technology, smart devices, and the internet, they expect businesses to provide a strong WiFi connection that will enable them to virtually connect from anywhere at any time. With this expectation comes the challenge for businesses to keep up with demand and the necessity to find answers for security, scalability and performance issues. With its Managed WiFi, Comcast Business has a solution that meets your specific requirements.

The **Managed WiFi Basic** service includes the following:

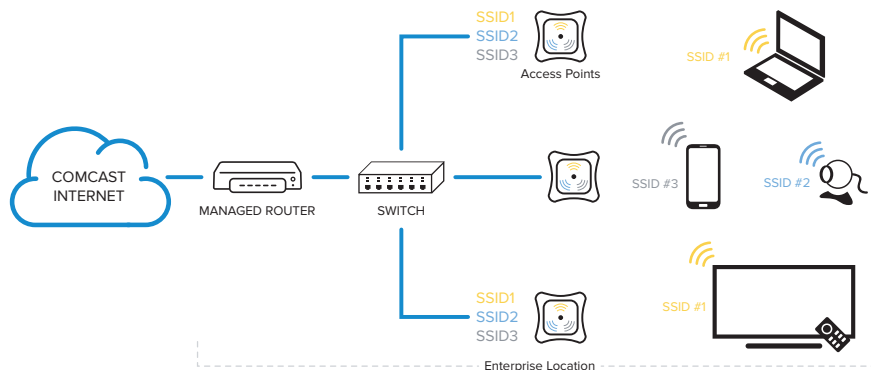
- Bandwidth allocation – limit visitor access and increase speed for your core business
- WiFi on/off times – restrict public WiFi availability to when the business is open for improved online security
- Password protection for private WiFi SSIDs – establish a log-on password

The **Managed WiFi Advanced** service includes:

Includes all of the options available in the Managed WiFi Basic service, plus:

- Option to stipulate the maximum time any single user may use WiFi within a 24-hour span
- Choice of limiting the total bandwidth available to a single user
- Usage analytics, with standard reports of WiFi network users

The **Managed WiFi Premium** service includes all of the perks of our Managed WiFi Advanced service, plus the addition of an exceptional public WiFi management layer. The result is a service that supports the modern enterprise's private WiFi needs while also enabling an exceptional public WiFi experience without the burden of ramping up staff, training store personnel on support, or investing other resources towards a public WiFi offering. To enhance our customer's public WiFi experience, Comcast Business is able to provide access to XFINITY WiFi with over 12 million hotspots nationwide. XFINITY WiFi will create an XFINITY hotspot at your store locations and will provide direct end-user support.



Comcast Business has a premier WiFi solution to accommodate both business and customer needs that does not burden store personnel or require other resource investment.

User Experience

- Users log onto one of the largest WiFi hotspot environments in the nation
- 24/7/365 support for any issues
- Complimentary internet access for WiFi users

Enterprise Advantages

- Public WiFi service can help drive customer experience
- Cloud reporting includes WiFi usage, traffic and analytics
- Equipment installation, maintenance and repair managed by Comcast
- 24/7/365 monitoring, Help Desk, dispatch, and field support

Online Security

- Public WiFi traffic runs over a separate VLAN and can be configured to use a separate internet connection
- Cable modem termination systems (CMTS) enable partitioned data flow, separating public WiFi traffic from business traffic
- Online security solution to monitor and detect threats

WiFi CUSTOM SERVICE

Comcast Business offers a WiFi solution that is flexible enough to meet the unique challenges faced by today's large, geographically distributed enterprise.

MANAGED ENTERPRISE SOLUTIONS – MANAGED SERVICES*

Managed Connectivity <ul style="list-style-type: none"> • Managed Broadband • Wide Area/Metro Ethernet • Cellular Data 	Managed Security <ul style="list-style-type: none"> • Firewall • VPN • UTM 	Managed Business Continuity <ul style="list-style-type: none"> • Cellular Data • Fixed Line
Managed WiFi <ul style="list-style-type: none"> • Basic, Advanced, Premium, Custom 	Managed Router <ul style="list-style-type: none"> • VPN • High-Availability Option Supported • Custom Configuration 	Managed Voice <ul style="list-style-type: none"> • Nationwide Coverage

MANAGED ENTERPRISE SOLUTIONS – PROFESSIONAL SERVICES

Maintenance <ul style="list-style-type: none"> • Same Day • Next Day 	Help Desk <ul style="list-style-type: none"> • Advanced Help Desk Support 	Monitoring <ul style="list-style-type: none"> • Proactive Monitoring • Proactive Management
---	---	--

PROFESSIONAL FIELD SOLUTIONS – FIELD SERVICES

Professional Installation <ul style="list-style-type: none"> • Technology Integration • Test and Turn-up • On-Site Installation 	Professional Technician Services <ul style="list-style-type: none"> • Break/Fix • LAN/WAN Infrastructure • Structured Cabling 	WAN/LAN Assessment <ul style="list-style-type: none"> • Site Surveys
Depot Services <ul style="list-style-type: none"> • Spares Management 		

EXCELLENT CUSTOMER SERVICE

- Four fully redundant Customer Care Centers located in Naperville, IL, Cincinnati, OH, Denver, CO, and Tampa, FL dedicated to nationwide support of Enterprise customers
- Seventeen Regional NOCs – with experienced technicians and engineers
- Customer Care available 24/7/365

ABOUT COMCAST BUSINESS

Comcast Business is a part of Comcast, a *Fortune 50* company and technological leader. Comcast Business provides advanced communication solutions to help organizations of all sizes meet their business objectives. Through a next-generation network that is backed by 24/7 technical support, Comcast Business delivers Managed Enterprise Solutions for cost-effective, simplified communications management.

24.7 million

Internet customers, the biggest ISP in the U.S.

149,000

fiber route miles – a diverse network with national reach

\$5+ billion

capital investment in business services since 2010

159,000

employees across the United States

\$80.4 billion

in revenue

FOR MORE INFORMATION VISIT OUR WEBSITE AT:
business.comcast.com/enterprise/managed-enterprise-solutions

**COMCAST
 BUSINESS**
 OUTMANEUVER