

PLAN



Tech Guide to Help Your Business **Bounce Forward™**



ADAPT



PIVOT



COMCAST BUSINESS

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Overview

Small businesses everywhere continue to face unique challenges during the Covid-19 pandemic. Many businesses, like restaurants and coffee shops, are changing their business model to focus on curbside delivery, takeout, outdoor seating and in some cases, limited indoor seating. 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 continue to work from home, trying to adapt their home technology to their business needs.

Comcast Business is here to help you adapt to whatever tomorrow may bring. This **Tech Guide** has information to help you to not only bounce back, but Bounce Forward as you adapt to the ever-changing business climate.

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 Comcast Business At Home, you and your employees can enjoy the same speed and security you rely on in the workplace. |
| 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. |

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 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. |

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-from-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 before 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!

| | | |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
|  | <p>Amazon Chime – Conferencing</p> <p>Amazon Chime is a collaboration platform that lets you video conference, chat, and share your screen from a single, secure application.</p> | <p>Free through Oct. 31st, 2020</p> |
|  | <p>Orai Pro – Speech Coach App</p> <p>Orai’s public speaking app offers interactive, fun lessons and detailed analysis of recorded speeches to help you learn new public speaking techniques.</p> | <p>30 Day free trial</p> |
|  | <p>Quollo – Market Research and Audience Analysis</p> <p>Quollo Market Research helps you understand your existing or prospecting social media audiences and provides detailed audience discovery insights.</p> | <p>Free report</p> |
|  | <p>Messy.fm – Private Podcasting</p> <p>Messy.fm allows your business to create internal, company-only podcasts. This end-to-end solution gives you the ability to record, edit, and publish secure audio from one platform.</p> | <p>30 Day free trial</p> |
|  | <p>Diana AI – Data Analysis</p> <p>Diana AI helps you easily get answers and insights by interacting with data in a way that comes most naturally - by conversation, using text or your voice.</p> | <p>30 Day free trial</p> |
|  | <p>QuotaFox – Ramp Sales Reps Faster</p> <p>Quota Fox is a simple way for sales teams to learn and practice - helping to make onboarding faster and giving you the ability to train, track and measure your teams.</p> | <p>30 Day free trial</p> |
|  | <p>Bilbi – Marketing Tool for Small Businesses</p> <p>Bilbi uses AI to help small businesses make the most out of their digital marketing dollars by telling you how to update the targeting, bidding, and creatives on your paid social media campaigns.</p> | <p>30 Day free trial</p> |

As your business prepares for every new challenge, Comcast Business is committed to help you not just bounce back...but Bounce Forward with the technology and support you need to take on what's next.

COMCAST
BUSINESS

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:** PACA 127-001555; **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_8.20