VOICE
from the
CLOUD

Cutting through the Noise with Cloud-enabled Voice

COMCAST BUSINESS
B4B
BUILT FOR BUSINESS™

Business VoiceEdge™

Powered by
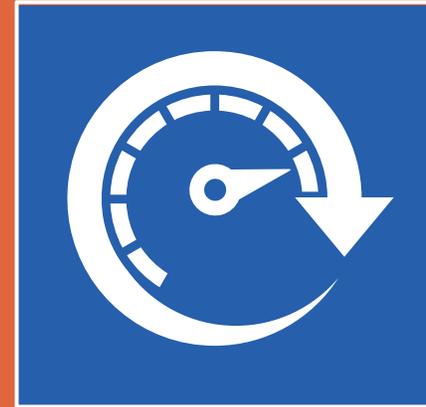broadsoft

Business Today...
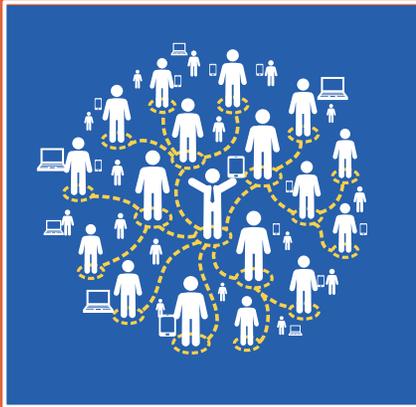
Operates on the move
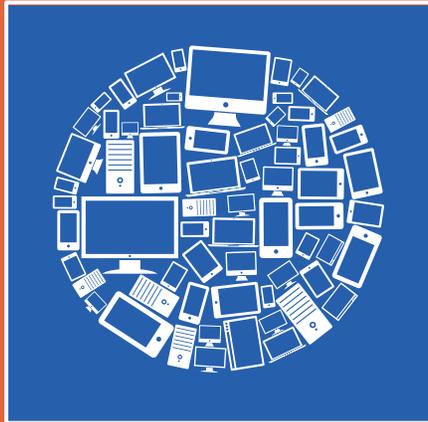
Uses multiple devices

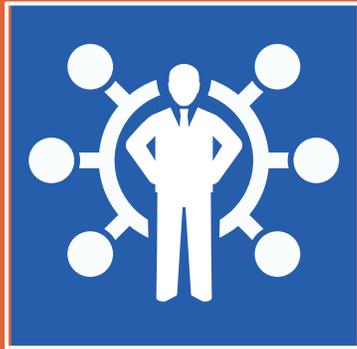**Generates 14.3 petabytes of IP traffic monthly**

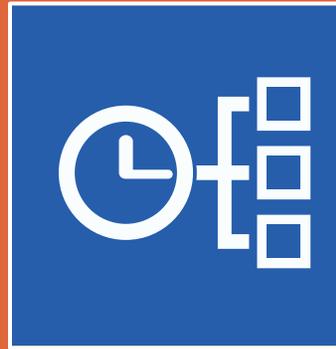# Is your voice solution *powerful* enough?

Empower Your Business with Cloud-Enabled Voice

Optimized Workforce

+

- Anywhere, anytime office
- Advanced services
- One phone number

Improved Operations

=

- Quality of Service
- Business continuity
- Cost savings
- Scalability

Business Success

- Efficient
- Agile
- Innovative

QoS

Key Qualities of Best-in-Class Cloud-Enabled Voice

- Quality of Service
- A carrier-grade IP network
- Dedicated network connections
- Reduced up-front investment
- Lower total cost of ownership
- Performance monitoring and management
- Single source for billing and support

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Mobility Must-Haves

- Anywhere, anytime service using any device
- Seamless transition between devices and locations
- Full-featured, easy-to-use app
- A single phone number
- Employee-managed options

Comcast Business VoiceEdge ™

A virtual PBX service, fully managed in the cloud, that provides next-generation voice and mobility features and is supported by a state-of-the-art fiber optic network delivering world-class service and reliability.

VoiceEdge Design

A Comcast Solution Design Engineer will work with your IT team to determine a project plan that covers:

- Locations, lines and seats

- Network access and availability requirements

- LAN requirements

- Customer premise equipment (IP phones, ATAs, softphones, quality assurance devices)

- Advanced features (messaging, call queues, multimedia, etc.)

- Management features

VoiceEdge Implementation

Comcast technicians will work with you to install and customize VoiceEdge:

- Set-up of Broadband access lines
- LAN architecture
- Configuration of customer premises equipment
- Call flow design
- Configurations of all users, locations and features
- Integration with other Comcast Business Services
- Testing and verification once installed
- Training and support services

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Business VoiceEdge™

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VoiceEdge Management

There are a variety of features for administrators and employees to establish settings and manage:

- User Desktop Toolbar
- Mobile App
- Software Reception Console
- Call Queues
- Auto Attendant
- Online Billing
- Online Call Detail Records
- Disaster Recovery

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Business VoiceEdge™

VoiceEdge World-Class Support

- Highly-technical, U.S.-based customer care team
- Maintenance services with national tech support
- Intuitive portal for instant network assessment
- Proactive monitoring
- Most problems fixed before customers see them
- Multi-level escalation
- Seven-day advance notice on planned maintenance
- Dedicated account team

The VoiceEdge Network

Over 1 Million Ethernet enabled buildings

12Tbps of network capacity and growing

140k fiber route miles

300+ connected data centers

Our Network:

+ Extensive **fiber and HFC infrastructure**

+ **Physically diverse network** from telcos (routes, access points, building access, etc.)

+ **Nationwide IP network** with MPLS core

+ **Network monitoring and management** in every market 24x7x365

+ **Customer Monitoring** from Redundant NOCs

+ Metro Ethernet Forum's **2014 Service of the Year**

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COMCAST BUSINESS B4B BUILT FOR BUSINESS™

Business VoiceEdge™

Built for Business

21.6
Million Internet Customers
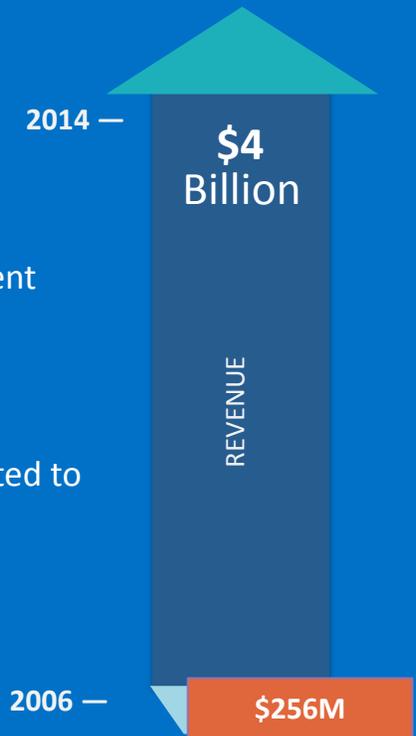
11.1
Million Voice Customers

100,000
Employees across the United States

$64.7
Billion in Revenue

$3.5B
in Capital Investment Since 2008

5,000+
Employees Dedicated to Business Services

40%
Growth Rate

2014 —

$4 Billion

REVENUE

2006 —

$256M

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Business VoiceEdge™

The VoiceEdge Value Proposition

Mobility

- On-the-go connectivity
- Anytime, anywhere service
- Self service apps
- Any device

Cloud

- Scalability
- Disaster Recovery
- 24x7 support
- The Comcast Network

Management

- Central and site control
- Common directory and dialing plan
- Self-service upgrades/ downgrades
- Online billing and call detail records

IMAGINE | Voice from the Cloud
Boosting Productivity, Cutting Costs, Fostering Innovation

Challenge:

- Slow connectivity
- Dropped calls
- Spotty service
- A staff that travels more than 50% of the time

Solution:

- Comcast Business VoiceEdge

Results:

- Employees communicate on any device wherever, whenever
- Client calls aren't dropped
- Communications costs are down
- Comcast's services scale to support Imagine's growing portfolio

"We thought our phone number was haunted. But since the switch to Comcast, we've had no problems — and this is the first time we've seen this sort of reliability since I opened for business in 2004."

- Patrick King, Founder and CEO of Imagine

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COMCAST BUSINESS **B4B** BUILT FOR BUSINESS

Business VoiceEdge™

Voice from the Cloud
Saving Money, Enabling Exceptional Customer Service, Supporting Growth

Challenge:

- Inefficient phone service
- Busy calls
- No effective messaging system
- Costly and unpredictably monthly bills

Solution:

- Comcast Business VoiceEdge

Results:

- Automated voice mail
- Flexibility
- Straightforward billing from one provider
- Savings of $3,000 in capital outlay and hundreds of dollars each month

"Our associates are true professionals but our old phone system was not. Now we meet and exceed our customers expectations and as our business grows , Comcast will take us into the future."

- Tony Fernandez,
President and CEO of Baystate Metal Solutions

Cloud-enabled voice is the solution for today's agile and innovative business.

For more information, please visit:

- [VoiceEdge - Power of Cloud Based Voice Video](#)
- [cbcommunity.comcast.com/home](#)

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