

# Comcast Business Managed SD-WAN

COMCAST  
BUSINESS

Services at the level you choose

As businesses everywhere look to address their constantly escalating need to provide more bandwidth in a cost effective manner, many have found that software-defined wide area networking (SD-WAN) provides the right solution. It enables the use of widely available, low-cost broadband with the flexibility to quickly scale to accommodate the ever-increasing use of cloud-based applications and workloads, mobility, video, unified communications and more.

Those currently looking to migrate to the modern SD-WAN world are finding a complex array of service and equipment providers, delivery models and management options. From do-it-yourself to fully managed, small original equipment manufacturers (OEMs) to large global providers, market choices are abundant, complex and in many cases, vastly different and difficult to compare.

Managed Services offerings that provide customers the opportunity to outsource some or all of their SD-WAN management responsibilities are emerging as a rapidly growing option and an effective way to move beyond any reluctance of upgrading to a software defined network. Choosing a managed SDN solution can prove to be very cost effective as it mitigates some direct hardware, management and maintenance costs.

#### Consider that:

- 84 percent of all SD-WAN networks deployed by 2023 will be with Managed Services<sup>1</sup>
- Managed Services are expected to grow at 76 percent from 2018 through 2023 as businesses offload these responsibilities to service providers and shift their IT resources to focus on other business objectives<sup>2</sup>

## Easing your workload with Managed SD-WAN from Comcast Business

For mid-sized businesses moving to SD-WAN and lacking the in-house technical support to manage multi-location WANs, Comcast Business now offers Managed SD-WAN. It is available with a choice of two service levels: SD-WAN Advanced and SD-WAN Standard. Both are staffed by our ActiveCore<sup>SM</sup> Operations professionals who provide the resources to totally free up or partially augment your existing IT teams.

**SD-WAN Advanced** is for the customer who prefers a more hands-off, outsourced solution with defined periodic check ins. It provides a depth of support in resources with rich service-level objectives.

**SD-WAN Standard** is a cost-effective solution for customers relying less on outsourced support to manage, but needing some periodic consultation support.

## Comcast Business Managed SD-WAN Management options:

	Advanced	Standard
Network Design and Configuration with Solution Architects	●	●
Dedicated Project Manager	●	●
Real time order and network updates via DX	●	●
Access to Digital Experience – Portal, Mobile App	●	●
Set-up, training, resources, welcome kit, ....	●	●
Proactive monitoring, alarming, ticket creation & remediation	●	●
Equipment replacement SLA	●	●
On-net: 24x7 (by 4 hours)   Off-net: 8x5 (by Next Business Day)	●	●
MAC SLOs (Simple / Complex)	30 mins / 12 hrs	4 hrs / 48 hrs
Professional all-inclusive network design	●	
Customized network test plan	●	
Dedicated design and activation engineer	●	
Customer birth certificate	●	
30 days curation period (network tuning)	●	
Network consultation & access to SD-WAN experts (post-installation)	●	

## Comcast Business advantage:



### ActiveCore<sup>SM</sup> SDN platform

- Flexible, highly automated managed SDN infrastructure
- Predictable scaling model
- Single uCPE with best-of-breed apps



### Advanced management

- High-touch support (monitoring, maintenance, management)
- Dedicated solutions architect and CPM
- 30-day curation period and semi-annual network consultation



### Digital experience

- Intuitive, award-winning
- Omni-channel: portal or mobile device
- Single management console



### Security

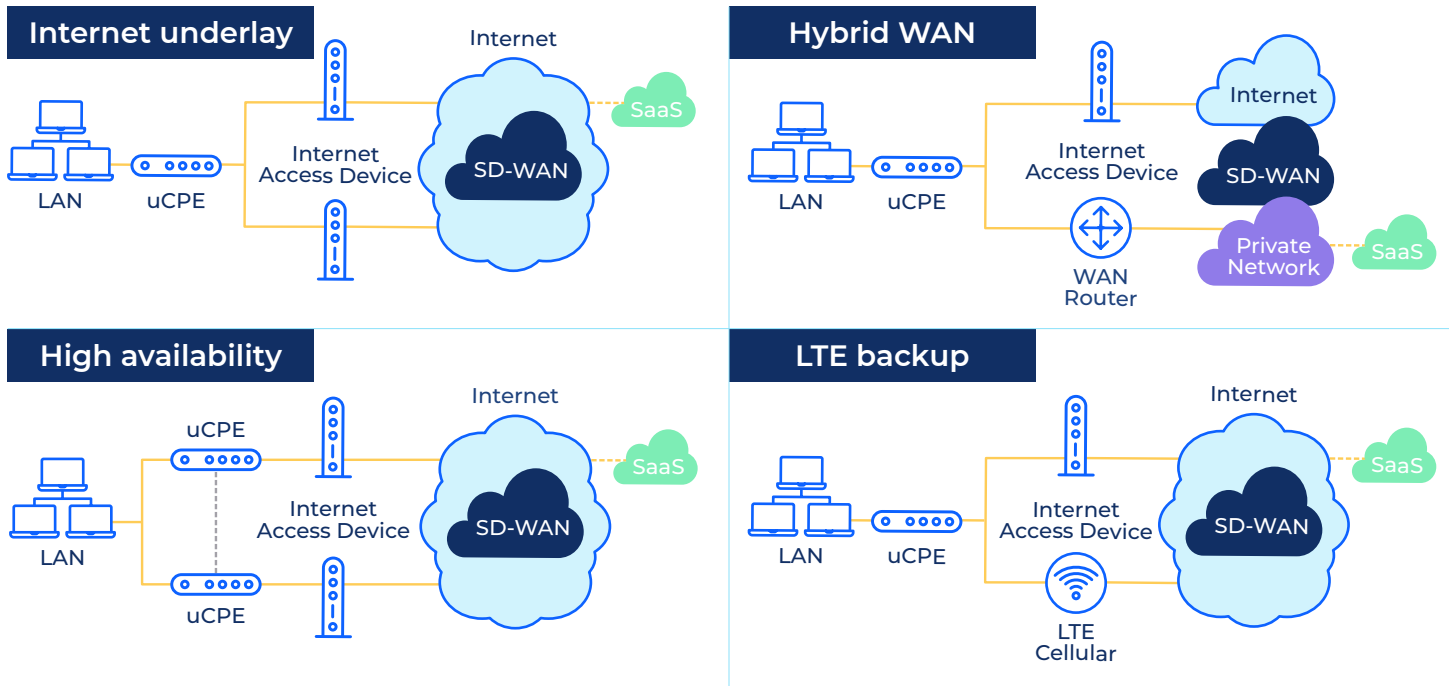
- Encrypted traffic
- Attestation of PCI compliance
- Embedded firewall and DDoS availability

## Comcast Business SD-WAN: Delivering award-winning innovation

Whether you choose Advanced or Standard management, your business will benefit from the industry-recognized innovation and market leadership of Comcast Business SD-WAN. It simplifies management and operations of your WAN across all locations through a centralized management console and single uCPE at each of your sites, while providing valuable features and benefits such as:

- **Flexibility** is built in with SD-WAN delivered over our unique ActiveCore SDN platform, which is designed to support SD-WAN and additional virtual network functions (VNFs) – managed router, security and more – from Comcast Business and other approved vendors. In addition, customers have visibility and control of their SD-WAN (and other VNFs) through a single Web GUI (single pane of glass).
- **Managed services** provide flexible offerings for the more hands-off customer requiring rich SLOs, ongoing consultation and end-to-end monitoring and a separate offering for the hands-on, high value customer requiring less post-installation support.
- **Unrivalled digital experience** provides visibility, analytics and actionable insights across your entire network through a web portal or mobile app.
- **MEF 3.0 certification** validates that Comcast Business services and products conform to the industry-leading SD-WAN Service Attributes and Services (MEF 70) global standard.
- **Dedicated, expert staff** from our ActiveCore Operations supports solution architecture, service delivery, onboarding, management and maintenance, from pre-sale through the life of your relationship with Comcast Business.
- **Predictable cost of ownership** is assured through our simple pricing structure — with no capital outlay — even as your bandwidth needs grow.
- **Cloud Connectivity and 3rd Party Tunnels** securely link your network to the platforms and services your business needs to run. Whether AWS, Azure, or any IPsec compatible connection SD-WAN can bring it into your network seamlessly.

## Multiple deployment options



## Awards and recognition

Leading industry voices are recognizing Comcast Business for innovation and being among the first to meet global standards for SD-WAN.

For more detail visit our full list of Awards and Honors at: [business.comcast.com/awards](https://business.comcast.com/awards).



## COMCAST BUSINESS. POWERING POSSIBILITIES™

Learn more about how our carrier-grade SD-WAN solution can be flexible and cost effective.

Visit [Business.Comcast.com/SDN](https://Business.Comcast.com/SDN)

1 Frost & Sullivan 2019 Managed SD-WAN Market Forecasts, January 2019  
2 Gartner, Competitive Landscape: Managed SD-WAN Services, March 2020