



PRESS RELEASE

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Pfeifer Industries Gets on the Fast Track with Comcast Business

Designer and manufacturer of timing belt pulleys for racing, recreational, industrial and other industries stays ahead of the pack with high-speed Business Internet and cloud-based Comcast Business VoiceEdge™

CHICAGO – January 21, 2014 – Comcast Business today announced that Pfeifer Industries, a designer and manufacturer of timing belt pulleys used in a variety of industries, has installed Comcast [Business Internet](#) service for faster Internet and replaced its phone system with Comcast's cloud-based [Business VoiceEdge](#) for reliable voice and unified communications services. The new services help employees to be more efficient and productive while speaking with customers about custom designs and when emailing bandwidth-intensive 3D Computer Aided Design (CAD) or Computer Aided Manufacturing (CAM) files.

Located in Naperville, Ill., Pfeifer Industries' employees do everything from sales and customer support to custom manufacturing of timing belt pulleys. The company's customers include racing go-kart distributors, such as Comet Kart Sales, which sells go-karts to individual racers, as well as companies in the recreational, industrial and construction industries. As a small business with customers across the U.S. and around the world, the company relies heavily on inbound phone and Internet orders, so reliable, high-quality Internet and voice services are critical. To address its business needs, Pfeifer Industries' replaced its legacy T1 lines with a 50 megabits-per-second (Mbps) Comcast Business Internet connection, which dramatically increased its bandwidth. With Comcast Business VoiceEdge, Pfeifer Industries benefits from HD-quality voice service and an innovative customer experience that spans users' computers, desktop phones and mobile phones, which helps employees to be productive even when they're away from their desks.

"The innovative mobile app, Telephony Toolbar and other unified communications features of Business VoiceEdge let our customers reach us anywhere and at any time so we don't miss a call. This is critical, because 65 percent of our sales come in over the phone and we believe that 'people buy from people' in our industry," said Jim Donovan, president, Pfeifer Industries. "More importantly, with Comcast Business our bills are lower for 10 times the bandwidth, which fits into our business model of working lean and being as efficient as possible."

Continuous accuracy at the manufacturing stage helps ensure that Pfeifer Industries' customers are satisfied with the end product. For that reason, it is critical for the company to ensure that customers and production staff are on the same page before raw materials are cut for production, so numerous phone conversations and follow-up emails are required. Business VoiceEdge provides the company quality service as well as a predictable monthly cost. Additionally, with faster upload and download speeds than the standard T1 from phone companies, Comcast Business Internet helps the business process customer orders with ease. As the business continues to grow, the company can scale its Internet speed as needed, up to 100 Mbps.

"The combination of our high-performance Internet and cloud-based voice services gives small businesses sophisticated communications tools that help manage their costs and improve their productivity. This helps level the playing field against larger competitors," said Jay Dirkmaat, regional vice president, Comcast Business.

About Comcast Business

Comcast Business, a unit of Comcast Cable, 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 delivers Business Internet, Ethernet, TV and a full portfolio of Voice services for cost-effective, simplified communications management.

For more information, call 866-429-3085.

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About Comcast Cable

Comcast Cable is the nation's largest video, high-speed Internet and phone provider to businesses and residential customers. Comcast has invested in technology to build an advanced network that delivers among the fastest broadband speeds, and brings customers personalized video, communications and home management offerings. Comcast Corporation (Nasdaq: CMCSA, CMCSK) is a global media and technology company. Visit www.comcastcorporation.com for more information.

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