Who is RCN Business

RCN Business is a communications provider that delivers industry-leading high-speed internet, voice, video, and network solutions to businesses of all sizes in Boston, Chicago, Philadelphia (Delaware County), Lehigh Valley (PA), New York City, and Washington, D.C. We understand that one size does not fit all. That is why a dedicated account rep will work with you and offer a tailored communication solution delivered over our wholly owned carrier grade, fiber-rich network.

Established in 2006, RCN Business has an extensive fiber network with redundancy and enhanced performance that minimizes service disruptions more likely to occur with older generation networks. We support you with a 100 percent U.S.-based customer service team and Network Operations Center (NOC) that pro-actively monitors the network, while local technical teams are available 24/7/365 to attend to your business needs.
Connections. Made.

Fiber Network
Wholly-owned and locally managed

Today’s business environment is more than e-mail and phone calls; it is about streaming information and managing data to get the job done. A fiber network sends light pulses at ultra-high speeds to transmit data uninterrupted between two points, radically faster than traditional networks.

It minimizes latency, jitter, and other bottlenecks in bringing the information you need faster and more reliably. The RCN Business fiber network provides extremely reliable data transmission speeds – up to 100Gbps – and is immune to many environmental factors that affect traditional networks. In addition, it offers extensive redundancy to protect your business from downtime.

With symmetric speed, the RCN fiber network delivers equal upload and download times enabling users to accommodate heavy demands on their data connection.

We have been incredibly pleased with the solution provided by RCN Business, and the exceptional service that has come with it. The speed and bandwidth we now work with allows us to operate smoothly and efficiently. Streaming quality is key to our business, and we operate with full confidence thanks to RCN Business. Their team of professionals is always responsive and they have met our needs and requests very quickly, with no worry of service interruption.

Chris Day
Director of Operations and Remote Productions,
LAX Sport Network
Voice Solutions
Reliable, cost effective, and easily managed

Hosted Voice is a fully managed cloud-based solution delivered over our wholly owned, fiber-rich network that offers advanced unified communications customized to fit your organization’s specific needs.

It offers intuitive features that helps improve productivity while providing flexible, cost-effective pay-as-you-go features to fit any budget. RCN Hosted Voice is a completely scalable solution and offers easily customized call and administration tools.

Business Trunks
High capacity connectivity

Business Trunks provides high capacity connectivity, regardless of the specific phone solution within a business, supporting legacy and IP PBXs with a multitude of interfaces such as analog, Primary Rate Interface (PRI) and Session Initiation Protocol (SIP).

RCN Business Trunks offers a flexible and cost-effective way to deliver phone service over RCN’s reliable high-capacity network to provide the connections your business needs.
Ethernet Solutions
Secure LAN/WAN network connections

Enhanced network communications are critical to the success of any business organization with one or multiple locations. A reliable Ethernet-based network solution from RCN Business is an affordable and superior alternative to outdated, traditional networks delivering increased capacity, enhanced security, and scalability. RCN Business offers three types of Ethernet solutions:

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RCN Business is one of the first U.S. carriers to have received the Metro Ethernet Forum’s (MEF) rigorous Carrier Ethernet 2.0 (CE 2.0) certification, ensuring RCN Business’s ability to deliver today’s most advanced Ethernet services, customized and tailored to meet the unique and changing business requirements.

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E-LAN
This cost-effective alternative to traditional network topologies offers businesses a more flexible and scalable network solution that connects each location’s premise equipment to enable the transfer of data through a single Ethernet interface, with speeds up to 100 Gbps.

E-Line
For businesses that need to connect two locations. This point-to-point Ethernet connection between two user network interfaces delivers symmetrical speeds up to 100 Gbps. RCN Business E-Line enables enterprises to interconnect two locations so they appear to share the same LAN despite the distance between them.

DIA
Dedicated Internet Access (DIA) provides a secure dedicated fiber-based connection between your Local Area Network (LAN) and the Internet. With connectivity speeds ranging from three Mbps to 10 Gbps, a business can get the exact bandwidth they need to help them operate more efficiently, and save money.
**Managed Security**
Advanced cloud-based network protection

RCN Managed Security is a cloud-based service designed to help businesses manage and monitor their information security with more control of content and applications, without the cost and complexity of traditional hardware-based solutions.

Fully managed and based on software-defined security (SD-Security), RCN Managed Security provides layered protection through standard and next-generation firewalls, application-and-activity-based access controls, and advanced network monitoring with application-level visibility.

**Video Solutions**
Content delivered over a robust fiber-rich network

RCN Video solutions provides quality video packages created specifically for businesses of all types, delivered over the RCN wholly owned fiber-rich network. From TV in an office or waiting room to in-room programming for hotel rooms and classrooms, we have the custom configuration to fit your needs.

Business TV solutions include popular digital and HD channels, providing real-time access to both worldwide and local news as well as financial, sports, entertainment and family channels. RCN Video Solutions delivers a robust in-room experience with a variety of programming combinations and packages.
Amazon Web Services
Securely connect to the cloud at the speed of fiber

Leverage the cloud with Amazon Web Services (AWS), available through RCN Business. Enable office locations and data centers to connect directly to AWS through a dedicated point-to-point fiber-based E-Line connection.

With bandwidth options up to 100 Gbps over a dedicated fiber connection, the AWS solution bypasses the public Internet. This ensures data privacy and guarantees enhanced scalable throughput speeds due to optimized connectivity.

Managed Business Wi-Fi
Improving your customer’s experience

The RCN Managed Wi-Fi solution extends your broadband connection with professionally installed plug and play hotspots for single and multi-site networks.

Designed to provide flexibility, the wireless access points deliver high performance and a superb user experience for medium density environments. It enables an all-wireless digital work environment in a cost effective manner.

For the second consecutive year, customers chose RCN Business for the “Readers’ Choice Awards for Best Internet Provider”

- Ranked #1 for Best ISP
- Highest score in overall value
- Highest likelihood to be recommended to colleagues
- High scores in overall quality and reliability
- High scores in tech support
Why choose RCN Business

24/7/365 local support
You can rest assured the person on the other end of the support call understands your business, local market, and urgency to solve your concern. RCN Business is dedicated to minimizing any impact to your business.

Custom, robust solutions
RCN Business takes a consultative approach by first understanding your distinctive needs and delivers a unique solution designed especially for you.

Speed to market
Unlike larger competitors, RCN Business focuses on rapid installations and upgrades and, as the sole owner of a fiber-rich network, does not rely on third parties to meet deadlines.

Wholly owned fiber-rich network
RCN Business offers a wholly owned network that provides extensive fiber density with redundancy and enhanced performance.

“We were impressed not only with the solution provided by RCN Business, but also by their comprehensive plan and the customer service of their knowledgeable staff.”

Charles R. Everett, Jr.
Executive Director, Lehigh Valley International Airport

Partnership

Our dedicated account representatives are local. That means you have simple, direct contact with one person who understands your business inside and out, and will help find the perfect tailored solution to grow your business. It starts with listening.

Our sales team is dedicated to continually learning and building their knowledge to better comprehend your business needs. This allows us to deliver custom-fit technologies to help grow your business. Plus, we are a part of the community we serve with local operations to provide a faster response and reliable connection for your business.

Choice

Your business moves fast and you need flexibility in order to stay ahead of your competition.

RCN Business offers an array of Enterprise products, services, and contract options to create a reliable, scalable, customized technology solution that contributes to your success and growth.

You get exactly what your company needs so you can stay focused on driving your business forward. We provide the tools, knowledge, and support to let you chart your path and control your business at every level.

Technology

We own and have full control of our fiber network that gives you unparalleled speed, agility, and reliability for continuous connections. RCN Business is passionate about the technologies we provide.

We never stop pushing the limits of innovation to bring you superior solutions and the latest technological advancements. We offer scalable symmetrical speeds up to 100 Gbps with customizable network configurations backed by robust service level agreements for availability, latency/repair, packet loss, and mean time to repair.

“RCN is an invaluable partner to our planning and development team, and it opens the door for even bigger business possibilities.”

Nicholas Salem | Director of IT for WCI
RCN Coverage Areas

- Boston
- Chicago
- Lehigh Valley
- New York City
- Philadelphia
- Washington DC

Boston

Chicago
New York City

Lehigh Valley

Philadelphia (Delaware County, PA)

Washington DC
For more information visit www.rcn.com/business or call 1.877.726.7000 or tweet @RCNBusiness