glo fiber business

CASE STUDY

Ford's Colony Williamsburg

Industry: Large scale HOA Management

Solutions: Dedicated Internet Access, Hosted Voice, & Managed Services

Ford's Colony at Williamsburg (Ford's Colony) is a premier multi-generational, gated community located in Williamsburg, Virginia. Situated on a beautiful 3,200-acre landscape, the community features three golf courses, ponds, wetlands, and woodlands.

Established in 1985, Ford's Colony consists of 3,000 single-family homes, townhomes, and condominiums. It's home to Ford's Colony Country Club, which is privately owned, and features three championship 18-hole golf courses, and Marriott's Manor Club at Ford's Colony, a 200-unit vacation ownership resort.

The community is self-governed by the Ford's Colony Homeowners Association (FCHOA), which manages a yearly budget of approximately $9 million to maintain common areas, roads, walking trails, security, and support services. With a population of about 7,000 residents, the Association is responsible for ensuring the safety, connectivity, and operational efficiency of a large-scale enterprise that functions as a small city.

Business Challenge

As a large master-planned community developed in sections starting in the mid-1980s, Ford's Colony faced significant internet connectivity infrastructure challenges. The community's network infrastructure had become a patchwork of antiquated technology, consisting of 12 separate internet drops across the property. This meant each facility, from the maintenance buildings to the security gates, operated as an independent, siloed network node.

To manage basic operations, the IT team relied on inconsistent VPNs to bridge these locations. This meant that traffic had to be routed off the property, resulting in increased latency and reduced security, in addition to difficulty sharing files or video traffic. Security was a major concern with a dozen different Network Video Recorders (NVRs) scattered across the property, retrieving footage required physical travel to individual sites or relying on unstable remote connections. The gate systems relied on outdated analog technology and POTS lines that could no longer support necessary upgrades, leading to operational failures and frustration for guests, residents and staff.

The residential community was previously reliant on the local incumbent provider, which led to stagnated technology, a lack of infrastructure upgrades, and rising costs without improvements in service quality.

The FCHOA needed a partner who could consolidate their fractured network into a single, cohesive system capable of supporting modern security and operational demands for its business and residential needs.

The Glo Fiber Business Solution

To unify the operations, Glo Fiber Business collaborated with Ford's Colony to design and deploy a dedicated private fiber network. This significant infrastructure project involved the installation of nearly 300,000 feet of conduit, replacing the previous "spaghetti" of 12 separate internet drops with a unified Local Area Network (LAN).

The solution includes 500 Mbps Dedicated Internet Access (DIA), ensuring guaranteed bandwidth for the community services building, alongside Hosted Voice to replace aging analog phone lines with IP-based communication. Additionally, Glo Fiber Business implemented Managed WiFi, Managed Network, and Managed Switch services, providing the FCHOA with a dashboard for centralized management.

This architecture allowed Ford's Colony to move from a disjointed collection of networks to a single, secure ecosystem. All security traffic and data now remain internal to the closed network, significantly improving security and allowing for the centralization of video data to a single server rather than disparate recorders.

> "The cohesiveness and consistency of the fiber system is phenomenal. We went from having 12 disconnected networks to a single, private LAN that allows us to see everything happening on the property in real-time. Glo Fiber Business didn't just sell us a connection, they engineered a private network that solved operational headaches we've had for decades."
> — *Sky Needre, Ford's Colony HOA IT Manager*

Results

The partnership between Ford's Colony and Glo Fiber Business has transformed the daily operations of the community. By consolidating the network, the FCHOA can now handle approximately 30 terabytes of streamed video per week internally, a feat that was impossible with the previous infrastructure.

The transition to a fully IP-based system has revolutionized security operations. The guard gates now utilize digital systems that allow for instant, clear communication without line noise, and the centralized dashboard allows IT staff to identify and troubleshoot specific port issues immediately, rather than waiting for a total system failure.

Beyond the technical specifications, the collaboration has proven to be a true partnership. Glo Fiber Business provided extensive design iterations and navigated the complexities of a "brownfield" deployment in a developed community with existing underground utilities. When maintenance issues arise, Glo Fiber Business's response has been immediate, often with contractors on-site within the hour—a stark contrast to the days-long outages experienced with previous providers.

Looking forward, Ford's Colony is now positioned to leverage this robust bandwidth for future enhancements, including a new IP based gate entry system, and community-wide streaming of town halls and educational webinars.

> "The experience has been great from the start. It wasn't just about installing fiber; it was about building a relationship. The ability to consolidate our systems and have a partner that responds immediately has been a game-changer for our business operations."
> — *Ryan Lee, Ford's Colony HOA Project Maintenance Manager*

Key Benefits:

- **Network Consolidation:** Replaced 12 separate internet drops with a single, unified private LAN.
- **Enhanced Security:** Closed private network keeps sensitive security data and video traffic internal, improving cybersecurity.
- **Operational Efficiency:** Centralized management via dashboard allows for immediate troubleshooting and port-status visibility.
- **Hosted Voice:** Upgraded from analog POTS lines to a fully digital IP phone system for crystal-clear internal communication.
- **Managed Services:** Full suite of Managed WiFi, Network, and Switch services backed by 24/7/365 NOC support.
- **Future-Proof Scalability:** 500 Mbps DIA capacity supports current heavy video loads with ample room for future smart-community applications.