



CASE STUDY



GRANVILLE TOWNSHIP FIRE DEPARTMENT

Industry: Local Government

Organization: Granville Township Fire Department (GTFD) - Ohio

The GTFD, a township-based fire and EMS agency serving Granville, McKean and Union townships, is recognized as one of the top fire departments in the country. Currently holding an ISO rating of Class 2/2Y, GTFD has a spot in the top 3.5% of similar departments across the U.S.

This rating is based on a host of factors, and 4 key elements are:

- The department’s ability to receive and respond to fire alarms;
- The first-alarm response and initial attack capabilities;
- The water supply system
- Divergence, defined as the disparity between the effectiveness of the fire department and water supply scores.

GTFD holds itself to a high standard of excellence due to its crucial and life-saving roles in these communities - which is why as it digitally transformed and saw its networking needs expand, it quickly sought to fill any gaps with the best possible solutions.

Today, GTFD is set and ready to expand its internet-based capabilities, keeping its constituents safer and more protected than ever.

Business Challenge

GTFD required a new network build that could amplify its online services to keep pace with evolving digital community demands and operational standards. More than that, the fire department needed to have its services secured and installed well before the network would be in use, giving it plenty of time to ensure the new network capabilities could be tested and success could be assured even in the most crucial moments.

Serving the community reliably, quickly and efficiently is the difference between life and death in these situations, so having the most robust, secure and dependable network foundations was of the utmost importance.

Glo Fiber Business Solution



Dedicated Internet Access

“In firefighting, being able to communicate and act quickly is the difference between a quick recovery and a disaster. No fire department can afford to be held back by its network — That’s why I knew Glo Fiber Business had to be our choice,” states Casey Curtis, Granville Township Fire Chief. *“Their reputation for community commitment and service excellence mirrors ours, and their networking solutions are highly powerful while remaining cost effective. Now, our department and our communities have a foundation that we can depend on.”*

The Glo Fiber Business Solution

To meet these mission-critical demands on behalf of the communities it serves, the Granville Township Fire Department selected Glo Fiber Business's Dedicated Internet Access (DIA) solution with 200Mb fiber. Glo Fiber Business came to the table with a long and proven history of providing trusted and innovative fiber services across Ohio for more than a decade. This made Glo Fiber Business a reliable choice for procuring exceptional solutions backed by region-specific expertise — and the unique dedication to these communities that can only come from a local provider.

Glo Fiber Business's consultative approach also brought its own benefits to GTFD's needs, enabling it to tailor the deployment to its own individualized requirements. GTFD's rapid deployment timeline was met, as Glo Fiber Business happily accommodated its need to have the network in place ahead of use with a signed contract and delayed billing and services start up dates.

Dedicated Internet Access, as opposed to shared connections in the network, were important for the fire department's needs, as shared connections are often at the mercy of other users' networking habits. This makes the connectivity vulnerable to interruptions from peak usage times, causing slower speeds, outages, latency — even security issues.

For GTFD, having this DIA solution means it is able to utilize superior performance and reliability over its network, all with unparalleled security. So, any applications or communications happening over the network — from the most commonplace to the most pivotal — can be trusted to have the highest levels of speed, availability and consistency in the moments when these communities need them most. Plus, with Glo Fiber Business's local and dedicated customer support services, the fire department and those it serves can be confident that a team of experts can support them at a moment's notice.

Results

The collaboration between the Granville Township Fire Department and Glo Fiber Business enabled GTFD to cost-effectively leverage highly available, fast and reliable networking for mission-critical and lifesaving endeavors. With protected and direct internet access, the team at the fire department is equipped with leading connectivity and networking service, meaning that they can perform on duty without a worry that their communications will be slow or interrupted.

The agency requires a very high level of uptime for its internet connection, and with this Glo Fiber Business solution installed, it is free to be as web-based as possible — from phones to reporting to scheduling. Most importantly, Glo Fiber Business has kept these crucial systems the station relies on for emergency alerts up and running. Now, GTFD can continue building on its own reputation for excellence and community dedication.

"Fire departments like GTFD understand how a few seconds of latency in an emergency situation can be disastrous for those at risk," states Glenn Lytle, SVP of Commercial Sales for Glo Fiber Business. "We're honored to have our services trusted in these crucial moments, and we're proud to offer networking that truly delivers — especially when it's needed most by the community."



Key Benefits:

- Better performance with enhanced, symmetrical download speeds and upload speeds ensures applications run smoothly and avoid interruptions
- Guaranteed service through Dedicated Internet Access providers like Glo Fiber Business offer guarantees with Service Level Agreements (SLA), ensuring standards for speed, bandwidth, or uptime, are met
- Faster troubleshooting — Dedicated access troubleshooting outperforms shared business internet response times, which can last hours or days
- Flexibility and reliability through a wide range of access options from T1 to high-capacity Ethernet connections on a resilient network built with ringed technology
- Local support teams equate to quick response times and regionally specific solutions

To learn more about additional Glo Fiber Business solutions, visit glofiberbusiness.com

