



## CASE STUDY



## YMCA OF CENTRAL OHIO

**Industry:** Nonprofit organization

**Company:** YMCA of Central Ohio

The YMCA of Central Ohio is an inclusive organization of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility.

The organization's mission: To serve the whole community through programs that build a healthy spirit, mind and body.

Strengthening community is the YMCA's cause, and every day, the organization works side-by-side with its neighbors and partners to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

*"We are grateful for this partnership with Glo Fiber Business, which allows us to significantly improve our YMCA's WiFi experience and access as we serve our communities through various virtual programs and platforms."*

- Tony Collins, CEO - YMCA

### Business Challenge

The global pandemic not only created massive surges in demand for internet-based services and online applications, it also shed new light on the digital inequities that exist in communities across the U.S. As more communities turned to digital solutions as a way to bridge imposed distances and overcome restrictions for work, socialization and communication, the lack of internet access for many young people and families became an acute concern.

To help remedy this challenge, the YMCA of Central Ohio sought to help keep in-need communities connected, developing programs that not only increased internet access for all people they serve, but also helped reduce the digital divide in a time of need.

The YMCA's programs included Learning Extension Centers, STEM opportunities through eSports and live, virtual Y classes. While these were necessary resources for local Ohio communities, they also put greater stress on existing network frameworks. More bandwidth was needed at many of the organization's locations in order to support this increased demand and allow these online programs to function seamlessly and deliver exceptional experiences.

### Glo Fiber Business Solution:



Dedicated Internet Access



Voice Connect Pro



## The Glo Fiber Business Solution

The YMCA selected Glo Fiber Business as its network partner of choice to develop solutions for approximately a dozen Central Ohio locations. The solutions included:

- Fiber DIA — Direct Internet Access
- Voice Connect — Glo Fiber Business's cloud-based voice product

Glo Fiber Business's DIA services deliver ideal internet connectivity with dedicated, private connections. This means better connectivity with greater reliability and performance (Glo Fiber Business offers the highest uptime percentage in the industry), better security, and guaranteed scalable bandwidth. With Glo Fiber Business's DIA, organizations like the YMCA of Central Ohio can support their customers and communities with one of the newest and most state-of-the-art fiber networks, backed by a local team that has been trusted for 125 years.

When paired with Voice Connect, Glo Fiber Business's robust, feature-rich, cloud-based suite of unified communications solutions, the YMCA was able to leverage enhanced network capabilities, along with greater data mobility and collaboration across its services and locations.

## Results

Following the network deployment and service implementation, the YMCA and its patrons were able to enjoy the organization's new programs and bridge the digital divide throughout the pandemic. The YMCA noted an appreciation for Glo Fiber Business's partner-centric approach to network solutions and dedication to excellent customer support.

The ability to work together on creative and flexible fiber network connectivity is what sets Glo Fiber Business apart from other more cost-prohibitive service providers, and the Glo Fiber Business team continues to flexibly design and build custom network deployments for every unique business goal and budget.

*"When we started working with the YMCA, bandwidth challenges limited their online and streaming capabilities for a number of locations. We're excited for the opportunity to supply network solutions that enable technology growth and high-quality experiences for their community members."*

- Glenn Lytle, SVP of Commercial Sales for Glo Fiber Business



### Key Benefits:

- Increased bandwidth seamlessly supported streaming capabilities and other internet-based programs
- Dedicated internet access keeps networking safe, reliable and future-proofed
- Unified cloud-based voice services help YMCA locations communicate simply and easily for enhanced service.

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