



JANET ADAMS ■ BUSINESS FIRST

Executive Vice President Kyle Bacon, left, and President David Koch say the high-tech operations center at Fiber Network Solutions Inc. packs both a visual and a functional punch.

# COMMAND CENTRAL, BY DESIGN

*Fiber Network's operations center delivers impressive views*

BY DARREL RICHTER ■ FOR BUSINESS FIRST

The room looks like it could launch the space shuttle, but you can't fire rockets from it – it exists to run Internet connections for companies across the country.

Fiber Network Solution Inc.'s 8,000-square-foot operations center, on Lauffer Road off Shrock Road, is the command station for the firm's core products – commercial Internet

access, server collocation data centers, virtual private networks, wholesale DSL and frame relay network services. The company is a top tier one Internet backbone provider.

"When you bring people down here and do a presentation in our sales room with our operations center as a backdrop, it's definitely a 'Holy cow!' effect," said Kyle Bacon, executive vice president at FNSI. "We've received comments that our operations center is comparable to AT&T's worldwide operations center that they use to monitor their global network. So for a company our size to have a facility like

this truly is incredible."

Bacon helped design the facility with company CEO Dave Koch.

"We were going after the 'Holy cow!' effect," Koch said. "And honest to goodness almost every time somebody goes down there, if I'm within ear shot, I can hear them – at least under their breath – say 'Holy cow!'"

Koch said when he and Bacon planned the construction, they wanted an operations center that could be functional and be a show piece. Koch wouldn't say exactly how much the operations center cost but did say the  
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## FIBER NETWORK SOLUTIONS INC.

**Business:** Tier one Internet backbone provider

**Founded:** 1996

**Based:** Columbus

**CEO:** David Koch

**Employees:** 30

**Annual sales:** Would not disclose

**Address:** 6816 Lauffer Road, Columbus

**Phone:** 614-899-9687

**Web site:** www.fnsi.net

**Other service locations:** Cleveland, Akron, Canton, Columbus, Dayton, Cincinnati, Toledo, Detroit, Southfield, Mich., Pittsburgh and Chicago

# **CENTER:** *Facility's functions impress, too*

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company spent upwards of \$1 million.

"The basic functionality is to provide instant network status and flexibility to zoom in on problems." Koch said. "But you can add as many bells and whistles on top of that that you want.

Koch said the company isn't using the center to its fullest; as the company grows and develops, regional centers across the country, the center's use should be maximized. Currently, about six or seven technicians man stations during a typical shift. Koch said the facility has the capacity to have about 32 technicians using the center at the same time to help customers.

### **Customer appreciation**

Brian Buck, a service engineer for Logos Communication in Cleveland, said the operations center is impressive and allows FNSI to help customers more quickly than other T1 providers.

"I've worked with all kinds of T1 providers," he said. "But to be able to call them and get somebody within a few minutes is wonderful."

Buck said the facility and its capabilities are part of the reason Logos decided to partner with FNSI. Logos, a network routing equipment and computer hardware provider, gets its Internet service through FNSI.

While company managers admit the facility is meant partially to impress visitors, it also is key to the company's success since its founding in 1996.

"The big screens are for network-wide help and monitoring." Bacon said. "Eight big screens are always on during the day. Each of the screens monitor or show the status of different parts of our network."

"Big" is a good word to describe these

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### **Kyle Bacon**

Fiber Network Solutions, Inc. ■

screens. They are 10-by-12 foot monitors that allow technicians to watch how a network is operating and to trouble-shoot problems.

Bacon said FNSI has one screen completely dedicated to local, regional and national weather to be on alert for possible outages. Another screen monitors the general health of the company's routers and switches. That screen can go into minor and major alarm states that takes them from green to yellow to red, depending on the severity.

"We don't like red," Bacon said.