



Robert Bianco, TW Telecom

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Robert Bianco

TW Telecom

55 Broadway, Suite 1200 New York, NY 10006-3008

Robert.Bianco@twtelecom.com

212 364 7766

What was your greatest professional accomplishment in 2012?

2012 has been an extremely eventful year for New York City. Superstorm Sandy, though extremely devastating, truly displayed tw telecom's ability to "weather the storm." While every service provider was impacted, tw telecom customers were minimally affected as a result of preparation in advance of the storm; the resiliency of our all-fiber, business ethernet network; and the collaboration of our local teams with building managers of properties where our fiber network connects to their buildings. TW Telecom customers are our top priority.

What was your most notable project, deal or transaction in 2012?

The Metro Ethernet Forum awarded tw telecom its prestigious Carrier Ethernet Award for our Dynamic Capacity service. This unique capability allows customers real-time control of their network capacity. It can immediately double or triple a customer's bandwidth to meet any un-planned or scheduled event. All of this is done in seconds, with no effect on service. This is the "Holy Grail" for IT managers who have always wanted a real-time, network bandwidth-on-demand service.

What are your predictions for commercial real estate in 2013?

As businesses process the lessons from Superstorm Sandy, the top priority in many new tenants minds will most certainly be the technology that is housed in their building. Many businesses in Downtown Manhattan are still without any phone or Internet services, resulting in layoffs and lost revenue. If a commercial building is to attract more tenants and continue to fill occupancy, the technology within their building must be reliable and dependable. tw telecom delivers technological solutions that are faster, better and easier.

What are some of your resolutions for 2013?

TW Telecom is all about serving people who manage, operate and run important businesses in New York City. Our mission is people working with people to change the way businesses connect and communicate. We are about being closer to the customer. We listen, we learn, and we collaborate to design and implement network solutions that are secure, scalable and predictable. Our hope is for 2013 to be a very safe, and prosperous year and to have New York City businesses utilize the

power of tw telecom managed fiber network solutions.

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