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## A little help coping with success

A small-business owner got some needed advice in managing sudden growth

By [Larry Rulison](#)

Published 08:16 p.m., Wednesday, April 18, 2012

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TurnKey Internet president Adam Wells (fourth from left) and dignitaries during a ribbon cutting ceremony for TurnKey Internet's new data center in Colonie Wednesday April 18, 2012. (John Carl D'Annibale / Times Union)



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COLONIE — [Adam Wills](#) had become a victim of his own success.

The owner of TurnKey Internet, a data storage and Internet hosting company in Colonie, was studying his energy usage last year when he realized that his business would outgrow a former [Post Office](#) building

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"We knew we were growing, but we didn't anticipate growing so fast," Wills said.

Wills was lucky enough to get some helpful advice from his bankers, who made some calls to [National Grid](#) and the [New York State Energy Research and Development Authority](#), which awarded the company \$183,000 in grants to pay for upgrades to the electrical system and energy efficiency measures.

The new 12,000-square-foot data center and corporate headquarters, which was unveiled Wednesday at a ribbon-cutting ceremony hosted by the [Albany-Colonie Regional Chamber of Commerce](#), can now easily handle the 1.5 megawatts of electricity it needs to run its operation, much of which is supplied by solar panels on the roof.

Wills' experience is like that of many small-business owners, says [James Conroy III](#), a senior vice president at [New York Business Development Corp.](#), a bank-funded [Albany organization](#) that makes small-business loans and helped to fund TurnKey Internet's expansion. Conroy says that in many cases, a small business needs extra help to come up with solutions for common problems.

"You need a quarterback more or less to help navigate the waters," Conroy said.

When Wills was looking to expand, he was referred by his accountant to [Philip Engborg](#), vice

he bought on Old Loudon Road in Latham to house a new data center.

The servers that TurnKey Internet uses to host websites and store data from customers all over the world — and the cooling systems that keep them from overheating — consume a tremendous amount of electricity.

Wills, who has 18 employees, bought the building in 2010. But in 2011, the company grew by 67 percent, and its electric usage needs were trending way beyond what the new building would be able to handle.

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president of the business banking group at M&T Bank. The bank ended up working with Conroy's organization on financing for Wills, who was also able to obtain \$375,000 in funding from the [Al Tech Loan Fund](#), which is administered by the [Albany-Colonie chamber](#).

Wills says that without the help of his lenders, NYSERDA and National Grid, he would not have been able to expand into the new data center.



"You can imagine in this climate what the challenge could be with that," Wills said.

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