

BUSINESS

connections





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Before taking steps forward on a business decision, it's important to get the lay of the land. What obstacles are in your path? Which route will be most efficient? How are conditions expected to change?

Jason Barnard and Michael Gervais know a thing or two about the lay of the land, as you'll discover in the **Business Spotlight on Barnard & Gervais, LLC** on pages 4 and 5. With offices in Hinesburg and Enosburg, this environmental consulting firm offers services including land surveying, water and wastewater system design, and permitting. Waitsfield and Champlain Valley Telecom (WCVT) is part of this firm's communications landscape, providing a Hosted IP phone system and fiber internet.

On page 3, find out why **It's Easy to Like Business-Class Wi-Fi**. This Green Mountain Access service lets you focus on running your business while we handle Wi-Fi management. It all starts with an on-site assessment to determine optimal placement of Wi-Fi equipment based on your space configuration and internet needs. On page 6, check out **Sound Strategies for Email Management**, which recommends you study the lay of the land in your inbox so you can work more productively. Then on Page 7, **WCVT in the Community** shares some of our recent and upcoming community activities.

WCVT knows the lay of the land when it comes to providing internet, phone, and TV services in our part of Vermont. Contact us to map out your next steps.



Sincerely,

Eric Haskin

Eric Haskin

President & CEO

Waitsfield and Champlain Valley Telecom



It's Easy to Like Business-Class Wi-Fi

*Because we make everything
so easy for you*



You have enough hard work to do when running a business, so why include Wi-Fi management on your to-do list? Instead, turn those tasks over to Green Mountain Access. Our Business-Class Wi-Fi is the easy route to reliable and secure Wi-Fi connectivity for your employees, guests, and customers.

Easy to Meet the Demands of Your Business

Green Mountain Access uses commercial-grade Wi-Fi access points specifically designed for the business environment. They provide stronger, more reliable, and more secure signals than the consumer-grade Wi-Fi access points available through retail channels, and are linked to ensure you always have the best possible Wi-Fi connection.

Easy to Expand as Your Business Grows

Need additional coverage? No problem. Business-Class Wi-Fi offers flexible Wi-Fi network design, so we can easily add access points when your needs increase. We can also add a guest network to keep your business and customer traffic separate and highly secure.

Easy to Collect User Data

With Business-Class Wi-Fi, you can have us create a captive portal hotspot that gives your customers the convenience of fast, free

Wi-Fi. This also allows you to collect customer data such as email addresses and manage users.

Easy to Get Wi-Fi Issues Resolved

Should your business experience Wi-Fi performance issues, all you have to do is contact Green Mountain Access. Your Business-Class Wi-Fi includes 24/7 Technical Support, so you'll get a fast response from a local company you know and trust.

Easy to Fit in Your Budget

Business-Class Wi-Fi offers competitive pricing options to accommodate any size of business. Our team can select from a range of Wi-Fi products from leading manufacturers including Ubiquiti and Ruckus—starting as low as \$14.95 per month—to design the most efficient network for your space and meet all your Wi-Fi needs. Plus, there are no surprise maintenance, upgrade, or replacement costs since the ongoing support is included in your monthly fee.

It's easy to find out more about Business-Class Wi-Fi. Contact Kris Merchant, Sales Manager, at 802-496-8554 or kmerchant@wcvr.com to discuss a Wi-Fi solution for your business. He can also conduct a free on-site assessment to determine your Wi-Fi coverage needs and make recommendations for the number and placement of access points.



Barnard & Gervais, LLC

Two businesses merged to form this full-service environmental consulting firm

Jason Barnard and Michael Gervais established Barnard & Gervais, LLC in January 2016 through the merger of their respective businesses: Jason Barnard Consulting, LLC and Northern Land Surveying, LLC. Barnard brought more than 20 years of experience in wastewater system design, permitting, and environmental consulting to the venture, and Gervais has worked in the land surveying industry for 15+ years specializing in boundary surveying and subdivisions.

Large and Small, Business and Residential

Barnard & Gervais operates out of offices in Hinesburg and Enosburg, offering a menu of service that includes land surveying, water and wastewater system design, state and local permitting, and environmental consulting. These services are provided to architecture firms, contractors, homeowners, land owners, and the Vermont Electric Cooperative.

Jason Barnard, Owner and Managing Partner, said, “Barnard & Gervais works on a variety of small business and residential development projects in and around Addison, Chittenden, Franklin, and Grand Isle counties. For example, in the case of an eight-unit townhouse complex on Richmond Road in Hinesburg, we took it from conceptual design to full design to permitting. We’ve also done 300-acre surveys for large land owners, boundary surveys of residential properties, and waste water design for single family

homes. We recently completed a survey of a section of the Long Trail State Forest in Waterville and Johnson counties.”

To what does Barnard attribute the firm’s success? He replied, “I think it’s due to our emphasis on building strong client relationships and providing high quality services. We work closely with our clients as well as town officials to keep projects moving and completed in a timely manner.”

Convenient Connections With Hosted IP

The Hinesburg and Enosburg offices, staffed by a total of nine people, are connected by a Hosted IP phone system from WCVT.

“Hosted IP is light years ahead of the phone system we had before, which wasn’t really a system at all. It consisted of phones from a big box store hooked to landline service. Put simply, the Hosted

IP phone system has made our lives easier, both with interoffice communications and calls between offices. Everyone is set up with a direct line. We also enjoy having the voice mail to email feature, which helps us stay in contact with callers and not lose track of messages. Call management is more streamlined with Hosted IP and gives us lots of flexibility. We have it set up so if our Enosburg office is not staffed on a particular day, after two rings, the calls automatically go to our Hinesburg office,” noted Barnard.

Top-Notch Service

In addition to Hosted IP, WCVT provides the Hinesburg office of Barnard & Gervais with fiber internet service, which Barnard described as significantly faster than the non-fiber internet connection at their Enosburg office outside of the WCVT service area.

Maintaining a high level of service is a priority for Barnard & Gervais, and Barnard appreciates a similar dedication from WCVT. He said, “The customer service we get from WCVT is excellent, and their technicians and support staff are all top notch—responsive and professional. If we experience a problem, WCVT will be right here to take care of it. When we bought our building in Hinesburg, they consulted with us and made sure our communications services were set up and working great from day one. I think WCVT is an absolutely spectacular provider.”

Barnard added, “If anyone reading this article has a need for our services related to land development, boundary surveys, or any sort of permitting, give us a call to discuss the project. We’d be happy to talk with you.”

Hosted IP is light years ahead of the phone system we had before, which wasn’t really a system at all. It consisted of phones from a big box store hooked to landline service.”

— JASON BARNARD, OWNER AND MANAGING PARTNER, BARNARD & GERVAIS



HOSTED IP PHONE SERVICE IS FLEXIBLE AND AFFORDABLE

Our Hosted IP Phone Service is a powerful, business-class phone system with capabilities that will grow with you—all at a lower Total Cost of Ownership. Key benefits include:



- **Reduced Capital Investment** – Unlike on-premise phone systems, there’s no huge upfront investment in expensive hardware.
- **Low, Predictable Costs** – We maintain and enhance the service for you, so there are no surprise maintenance, upgrade, or replacement costs.
- **Exceptional Call Quality** – You’ll experience the amazing clarity of HD voice on calls within your office and to other WCVT Hosted IP customers.
- **Easy Self-Management** – Users have the ability to make changes via a web portal.
- **Flexibility to Meet Your Growing Needs** – Our solution can grow with you; there are no limits to adding users, additional sites, or features.
- **A Secure and Reliable Solution** – Our network will automatically handle calls and messages during power outages. In case of disaster, employees can forward calls to home or mobile phones.
- **Mobility Options for Remote or Home Workers** – Employees can easily and seamlessly connect to your Hosted IP Phone Service over their home broadband connection and enjoy the same features they’d use at the office.

To learn more about Hosted IP Phone Service, call Kris Merchant at 802-496-8554 or send an email to kmerchant@wcv.com.

WELCOME NEW BUSINESSES

When you buy local (and dine local, play local, and give local), everyone benefits. It improves our local economy, creates more local jobs and opportunities, and retains the unique character of our local communities.

Please support these new businesses by welcoming them to your community and doing business with them whenever possible.

A&J Recycling

Warren - 496-4669

Blue Hubbard Slickers

Waitsfield - 496-3400

Big River Bait Shop

Hinesburg - 482-3028

GMG Holdings LLC

Charlotte - 425-7000

Harmonia

Bristol - 453-7777

Haulin' Oats

Waitsfield - 583-2739

Maple Ridge Auto

Starksboro - 453-4050

McElwain Contracting LLC

Hinesburg - 482-6700

NEPCon LLC

Richmond - 434-3420

Simphonia Centre Dressage

Hinesburg - 482-4876

Stoke Ramen

Waitsfield - 496-5081

Toast & Eggs

Waitsfield - 496-7644



Sound Strategies for Email Management

When you're getting buried in emails each day, it may seem like the impossible dream to keep up with all the filing, deleting, forwarding, and responding. You know you should reply to that customer's request or that supplier's question, but you can't seem to find the time.

A good place to start is by studying what's typically found in your inbox. If there are hundreds (or thousands) of emails in your inbox right now, you could have a systems issue that needs to be addressed. Consider the following strategies:

- Take a closer look at your spam filter. Does it need to be upgraded or the settings changed?
- Are there newsletters you receive regularly that are no longer of value to you? Unsubscribe to them.
- Are you being copied in on communications unnecessarily? Be clear with colleagues about which projects require emails to be sent to you and which do not.
- Do you lack an effective system for processing emails or fail to designate adequate time for email management?

Your approach to dealing with each email is also vitally important. Efficiency experts generally recommend you check emails periodically, but not constantly, during the workday. Scan them quickly to determine which are most urgent/important, then read them in order of priority. The goal is to read each email once and act on it—either by replying, filing, or deleting. If you can't immediately act on a particular email, set up a to-do task and schedule a time that you are going to complete this task.

The bottom line is this: Don't let email reduce your productivity. Instead, manage it more carefully so that you have the time to effectively communicate with those people most critical to the success of your business.



WCVT in the Community

Being a local business means that our customers are also our neighbors and friends. Waitsfield and Champlain Valley Telecom feels strongly that community involvement isn't just a nice thing to do; it's the right thing to do. Here's a look at some of our recent and upcoming activities.



WCVT to Support Local Events This Summer

Year after year, WCVT demonstrates our commitment to the communities we serve through our community relations programs and support of local organizations. We're proud to sponsor these summer 2019 events:

- Addison County Fair & Field Days
- Movies in the Park - Bristol
- Summer Concerts in the Park - Hinesburg
- Vermont Festival of the Arts



Happy Anniversary to Our Employees

At a service awards luncheon in June, a group of WCVT employees celebrated employment anniversaries ranging from five to 40 years. Sixteen employees with a combined 315 years of service were recognized. Congratulations to everyone and thank you for all your hard work for the company over the years!

Students Receive Eunice B. Farr Incentive Award Scholarships

WCVT gives six scholarships annually, one to a student at each of the public high schools in our service area. These scholarships are presented in memory of the late Eunice B. Farr, former owner and operator of the Waitsfield- Fayston Telephone Company. The award is designed to benefit a hard-working graduate whose instructors have seen demonstrate a sincere effort to improve grades/results and who plans to continue his or her education.



We congratulate this year's scholarship recipients:

- Champlain Valley Union High School – Amber Robert
- Harwood Union High School – Savannah Thompson-Bell
- Mount Abraham Union High School – Lindsey Armell
- Mount Mansfield Union High School – Katelynne Leppert
- Middlebury Union High School – Taylor Sylvester
- Vergennes High School – Holden Clark

Team WCVT Volunteers for Special Olympics

A crew of Waitsfield and Champlain Valley Telecom employees volunteered with setup for the Special Olympics Vermont Summer Games at St. Michael's College in June. This has become an annual event for these employees, and we're inspired by their dedication and enthusiasm. In addition, WCVT is a proud sponsor of Vermont Special Olympics. Great job, Team WCVT!





BUSINESSES RUN ON STRONG COFFEE AND STRONG WI-FI

Whether you just need a strong and secure Wi-Fi network for employees or a reliable hot spot for customers and guests, our Business-Class Wi-Fi solution makes it easy. We take care of everything for you, from the selection and installation of the right Wi-Fi equipment for your space to ongoing maintenance, upgrades, and technical support. If do-it-yourself Wi-Fi management isn't your cup of tea (or coffee), contact us to discuss the perks of Business-Class Wi-Fi.

Call 1-888-321-0815 to arrange a FREE on-site assessment.



www.greenmountainaccess.net