

Connect Telephone & Computer Group

Project Profile – Yellowstone Valley Electric Cooperative

*Giving YVEC **THE POWER TO COMMUNICATE***

Client:	Yellowstone Valley Electric Cooperative
Project Description:	Provide YVEC with the highest possible level of voice & data network reliability. The network and hardware design was targeted to handle peak loads during power outages. Customers need something that would give them assurances that YVEC knows they are without power. YVEC needs network tools that will help them precisely define outage areas for quick response and customer call acknowledgement.
Project Challenge:	Integrate cutting edge technical solutions for voice, data and video capabilities. Plan and design the network for significant expansion and maximum flexibility.

At Yellowstone Valley Electric Cooperative (YVEC), their primary mission has always been dedicated to providing a superior level of customer service... 24 hours a day 365 days a year. When outages do occur, as they sometimes will, YVEC service crews respond swiftly, day or night, rain or snow. Even though we have come to expect no less from any utility these days, YVEC is preparing to carry this service commitment well beyond the ordinary.

As a *core value* of the YVEC business philosophy, *innovative thinking* has begun to take on a whole new meaning. Yellowstone Valley Electric Cooperative has partnered with The Connect Group to integrate the latest advances in voice, data and video communications and network technology into their new operations center, now under construction. *Connect's network design and build services of the Connect Group is bring the next level of cutting edge technology to our new operations center. The new system effectively addresses the critical nature of our customer service commitment and our business plan*, says Terry Holzer, president and CEO of YVEC. The Connect team has made the communications needs of our business their highest priority and has been very responsive in every step of the planning process.



THE POWER TO COMMUNICATE