

Key Note Speaker

Yvonne Cariveau
PhD, President/Owner

Voyageur Web



VoyageurWeb started as "Internet Connections (I.C.)" in the basement of Dale and Yvonne Karsten's home in Mankato, MN with one computer, four phone lines, four modems and a handful of friends that wanted to get on the Internet.

In 1994 they created the web site for the City of Mankato and the Mankato Free Press (the first newspaper site in the state of Minnesota) and did those both free! In 1995 and 1996, they expanded expertise and client base in web site design and hosting area and did sites for a few dozen organizations

In 1997, they expanded operations to four more communities (Owatonna, LeSueur, Waseca and New Ulm). In 1998, they expanded offices again AND expanded to the Twin Cities Metro area. In 1999, they completed the conversion of all locations to 56k digital equipment and brought DSL service to Mankato. State-of-the-art at the time!

In 2000, Dale left the business and Internet Connections sold the access portion of its business to HickoryTech. In January of 2001, they changed the name to VoyageurWeb to reflect the concept that they are guides and helpers for those venturing onto the Web.

From 2001 to 2006, VoyageurWeb grew its customer base and expertise. In 2003 they moved from the 2nd to the 3rd floor of the Northwestern Building. As 2007 started, they continued to develop new products with a terrific staff and have recently moved. July 3, 2007 was their first day in new offices at the Union Square building, 201 N. Broad St. Suites 302 and 308.

Corporate Award Winner

Lifeworks – Kristi Powers

Lifeworks helps people with disabilities live fuller lives that are integrated into the flow of community experience. Through employment at area businesses, social enrichment opportunities, and customized support services, Lifeworks provides the tools clients need to build the lives they want to live. For more than 40 years, they have collaborated with employers, volunteers, and government agencies to create expanded opportunities for people with disabilities.

Lifeworks uses a Strategic Plan to keep focused on their mission and vision. They annually review their strengths, weaknesses, opportunities, and threats in order to adjust key strategies to manage growth while preserving and improving the quality of their services.

Mission: To serve their community and people with disabilities as they live and work together.

Quality System Certification Award

Itron, Incorporated – Bob Whitney

Itron Waseca site received their ISO 9001 certification in May 1998 and continued with ISO 9001:2000 revision certification. They also recently received their ISO 14001:2004 certification for their Environmental Management System. Itron Waseca site employees 475 people and has produced roughly 5 million meter modules in each of the last two years. Waseca produces radio modules that collect data from water and gas meters and then transmit that information to the meter reader. The product is referred to as Automated Meter Reading (AMR) or Advanced Metering Initiatives (AMI). Their typical customers are gas, water and electric utilities worldwide. They are investor owned utilities, co-ops or municipalities.

Avery Weigh-Tronix, Incorporated – Gene Tonne

Avery Weight-Tronix is a pioneer in scale technology and is one of the world's largest suppliers of weighing solutions for the industrial, agricultural, light commercial, and force measurement industries. Avery Weigh-tronix received their ISO 9001 certification in August 1994 and continues with ISO 9001:2000 revision certification. They also have received certification from the Scale Manufacturers Association for their PMT (Production Meets Type) program. To participate in this program, the manufacturer must perform ongoing testing to ensure continued product compliance to published measures of accuracy.

Above and Beyond Award Winners - 2007

Dr. James & Irina Simpson

"Dr. James & Irina Simpson are doing an excellent job at James Simpson, Family Dental. They have earned an "A" in Customer Service. Very knowledgeable, always friendly."



Dr. James
Simpson D.D.S.



Assistant
Irina
Simpson

Dr. James Simpson with his "Above and Beyond" award on August 1, 2007.

Though not a life threatening event, when one of my teeth broke apart my dentist, Dr. James Simpson, along with dental assistant, Irina Simpson, both came in on their day off to patch up the tooth. I could of survived until Monday of the next week but they chose to bend their schedule to accommodate my need. That aggressive customer service approach, though it wasn't exactly a "house call," greatly impressed me. No doubt my faith in their work will last longer than my latest self-imposed ban against chewing hard candy."



Bo Greig

Minnesota State University, Mankato - MavCard Desk

"The MavCard Customer Service Desk at the Minnesota State Mankato's Campus Hub has served me well this past year. Facilities Services is continually buying name badges for Traffic Controllers and I find myself requesting badges and membership cards for various organizations. The employee I normally work with is Bo Greig, a "regular" student part-time worker at the MavCard Desk. Bo is quick and ensures that the order is complete and the paperwork is in order. Names and titles can be easily misspelled by me but the MavCard folks try to verify that everything is correct. The "order" from me oftentimes is a phone call or submitted on a tiny piece of paper - my handwriting could be better -so the risk for error is high but somehow Bo and his co-workers get it right. He goes out of his way to fix my mistakes and never lectures me."



Dr. Ken Ambrose D.V.M.

Minnesota Valley Pet Hospital

"Always a fanatical pet owner, I am a long-time customer of the Minnesota Valley Pet Hospital. I never cease to be amazed by the great attitudes and the concerned responses and care that I get for my pets at this facility. Currently I am dealing with one dog with a chronic illness and another aging dog requiring knee surgery. While these situations are stressful to me as a "mom", Ken and the rest of the doctors and staff are very prompt in taking care of my questions. When I am in for a visit, the other doctors will stop if they see me to say hi to which ever little darling is there for an appointment. If a stay is required, I always get a status call about my pet's condition. I am confident that my pets will get the loving attention they need while in the care of the MVPH, because they really care!"



Jennifer Burman

Can Do Clothing Alterations

"As a military service member I understand the need to improvise and adapt to change. This company has successfully helped me out on a couple occasions. The first was when the military asked me to remove my piping from my uniform I did then the next month we need to add it back on. Can do originally sewed this on and re-sewn at no charge which they didn't need to do. The second occasion was a unit patch which was a last minute item. Do to building a new house our sewing machine is in storage and I needed a quick solution, Can Do Clothing Alterations was able to sew this patch on the same day for me. I cannot nominate just one individual, but the company as a whole has gone above and beyond my expectations I would have had for a clothing alteration business."