

THE COMPETITIVE EDGE

Official Publication of the New River Valley Competitiveness Center
A Small Business Incubator

Shawn Utt/Doug Hudson,
Acting Incubator Managers

December 2011 - January 2012

How to Hire the Right Employees (Part 2)

In the August/September issue of *The Competitive Edge*, we explored innovative approaches to creating the right job description. As you work to create that description, think about the type of person you believe you want in that job, because the right person can make a small business thrive while the wrong choice can be the dagger to the heart of that business.

What qualities are you looking for? This question may require more analysis than you initially think. Consider the particular job at hand and what specific skills and qualities are necessary. If it involves fairly administrative tasks such as data entry and filing, you may not want a creative go-getter who is looking for challenges, but rather a meticulous and methodical worker. Similarly, if the job requires answering the phone, you will want a pleasant phone manner and people skills near the top of your list.

Some small business experts suggest evaluating your own skills first, and then hiring someone who will complement your work style. For example, if you always forget to return clients' phone calls, taking on an extremely focused, conscientious employee could benefit your customer service—and, in turn, your bottom line.

NRV Competitiveness Center Welcomes New Tenant:

MS Contracting

Formed in 2010, the owner of MS Contracting, Mike Sayers, saw a hole to fill in the construction industry. MSC specializes in demolition, grading, site preparation and utility installation. Being licensed, bonded and fully insured, MSC can be the main contractor for your project. For additional information, call Mike at 540-605-0604.



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February-March 2012

2012 Breakfast Briefings Legal Seminars

The Pulaski County Chamber of Commerce recently announced upcoming dates for Breakfast Briefing Legal Seminars. The first for 2012 will be held on Thursday, March 22nd at 7:30 am at MK's Pizzeria on State Park Road (I-81, exit 101) and is titled "Guns, Drugs, and Videotape". This session will discuss a number of less common but important issues involving workplace premises issues, substance abuse policies, and workplace privacy concerns. Specifically, this session will discuss the legal issues surrounding guns in the workplace, workplace violence, drug-free workplace programs, and the creation and use of recorded communications in a workplace setting. For more information, call the Chamber at 540-674-1991.

NRV Competitiveness Center Space Availability

The Competitiveness Center has experienced a great deal of success over the past year. However, office space remains available to those new businesses looking to move from the basement to "official work space". For tours and additional information, contact the Center.



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April-May 2012

BAE Systems Wins U.S. Army Contract for Management and Operations of the Radford Army Ammunition Plant (RfAAP)

BAE Systems moved into the New River Valley Competitiveness Center in early 2010 to develop new business opportunities within southwest Virginia. “Headquartered in Arlington, Virginia, BAE Systems, Inc. employs approximately 46,000 employees in the United States, United Kingdom, Sweden, Israel, Germany, Mexico, and South Africa, and generated 2011 sales of \$14.4 billion. BAE Systems, Inc. provides support and service solutions for current and future defense, intelligence, and civilian systems; designs, develops and manufactures a wide range of electronic systems and subsystems for both military and commercial applications; produces specialized security and protection products for law enforcement and first responders; and designs, develops, produces, and provides service support of armored combat vehicles, artillery systems, and munitions (baesystems.com).”



BAE Systems has recently been selected to manage, operate and maintain the Radford Army Ammunition Plant (RfAAP). The contract includes a ten-year base with three five-year options, possibly extending the award through 2037. Initially, the Army has awarded approximately \$850 million to the company for the first ten years.

The plant will be operated by BAE Systems Ordnance Systems, Inc., a business area of BAE Systems Support Solutions. Ordnance Systems is the current operating contractor for the Holston Army Ammunition Plant in Kingsport, Tennessee, under an Army contract awarded in 1998 that extends through 2023. “We will bring to Radford innovative ideas, cost-effective solutions and demonstrated past performance,” said Jerry Hammonds, Vice President and General Manager of Ordnance Systems. “We will also bring a proven track record for safe, secure and efficient facility operations. With Radford, the Army should expect the same level of excellent performance that has been provided at Holston.”

“We’re excited about the opportunity to partner with the Army in maintaining this vital facility,” said David Herr, President of BAE Systems Support Solutions. “Radford provides essential products to support the men and women around the world who defend our nation.”

BAE Systems will fully manage and operate RfAAP starting July 1, 2012. For more information, contact Tony Hewitt at 423.578.6255 or tony.hewitt@baesystems.com.

-Special thanks to Tony Hewitt, BAE Systems for contributing to this [article](#).



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June-July 2012

What's in a Name?

The New River Valley Competitiveness Center name has been changed to the [New River Valley Business Center](#). The main reason for the change is to broadly convey the activities within the building. The old name did not resonate with the public, was difficult to say and spell, and required an explanation regularly. Conversely, NRV Business Center is straight forward and is all encompassing, which more accurately reflects the tenant composition. Current tenants at the NRV Business Center range from small businesses conducting research and development, to BAE Systems preparing for their new role operating the Radford Army Ammunition Plant. The NRV Business Center is also home to agencies that serve the region such as REMSI, the New River/Mount Rogers Workforce Investment Board and the New River Valley Planning District Commission.

The New River Valley Business Center renaming ceremony occurred at the facility on April 25, 2012 jointly with the ribbon cutting ceremony for the New River Valley Network Wireless Authority middle-mile broadband internet project. The Business Center, along with numerous schools and other public facilities in the region, will receive increased internet bandwidth as a part of the broadband project. The increased internet capacity will boost the Business Center's appeal as an office and light manufacturing location.

The NRV Business Center is owned and operated by the New River Valley Development Corporation, a partnership of local governments in the region. The Business Center offers office and light manufacturing space with bundled services such as meeting rooms, phone, fax, utilities and internet with the intention of helping companies succeed in the region. The Development Corporation's mission is, "to grow businesses and jobs through the provision of business assistance". The NRV Business Center is one of the ways the Development Corporation implements its mission.



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August – September 2012

New Tenant Highlights

The New River Valley Business Center welcomes three new tenants to the business incubator: Barrel Cave Wines, Electrical and Control Solutions, and The Prillaman Group.

Barrel Cave Wines is an online retailer of specialty wines from across the globe. Barrel Cave Wines has a website currently under construction at www.barrelcavewines.com. Please contact bill@barrelcavewines.com until the completion of the website.

Electrical & Control Solutions, LLC was formed to serve industry with electrical, automation, and control services, which include: complete system design, programming (both PLC and HMI), system modification, upgrades, custom control system panel building installation and commissioning, and several other services. Electrical & Control Solutions can be contacted at info@econtrolsolutionsllc.com.

TPG Staffing, a division of The Prillaman Group Inc., provides human resources support to businesses through applicant flow, interviewing, reference checks, assessment, and selection of candidates for the type of positions that businesses want to fill. Additional information on TPG Staffing, a division of The Prillaman Group, can be found at tpgstaffingfirm.com.

The NRVC offers flexible industrial and office space, competitive leases for flat rates, three meeting rooms, shared mail/copy room, loading docks and other amenities. For additional information, visit <http://nrvc.org/nrvbc.html>.

Congratulations Graduate!

Bishop Insurance is the most recent graduate of the Business Center. Bishop Insurance is moving to 2401 South Main Street in Blacksburg. His products are home, life and auto insurance and tax deferred retirement products. Bishop Insurance has been at the Center since July 1, 2010. Brian Bishop, owner of Bishop Insurance, commented on the Center upon his graduation; "This is a great place to start and I enjoyed being here. The facility has improved from the time I started until I left. I will tell other people about the Center, and will miss the people there." We wish Brian the best of luck at his new location.



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October - November 2012

TechPad Hosts Open House for Coworking Space in Blacksburg

TechPad hosted an open house on September 19th for its coworking space located at 432 North Main Street in Blacksburg above PK's Restaurant. TechPad received a loan from the New River Valley Development Corporation's Revolving Loan Fund (RLF) in December of 2011. RLF funds contributed a portion of the funding for a major renovation to upgrade the office space with high speed networking equipment, computers, and furniture. TechPad's space is used by entrepreneurs in software development and other high tech companies. For the open house, these businesses were on display, giving presentations on their company while highlighting the advantages of locating within TechPad.



TechPad entrepreneurs explain their ideas and products to open house attendants on September 19th, 2012

On October 2nd, 2012, Montgomery County Department of Economic Development (MCDED) announced that Atomic Axis, a mobile solutions company based in Austin, TX, would be locating within TechPad's coworking space. According to MCDED, Atomic Axis is expected to create 30 jobs over the next three years. This coworking concept practiced by TechPad is generating new ideas, new companies, and creating jobs within the New River Valley.

New River Community College (NRCC) to Host Intellectual Property Workshop

NRCC is hosting an Intellectual Property Workshop on Friday, October 19th from 8:30 a.m.-12:30 p.m. The event is being held at the NRCC's New River Valley Mall site and the cost for attendance is \$99. The event is geared toward small and mid-sized businesses that want to learn about making money from and protecting intellectual property. To register or for more information, contact Hilda Haga hhaga@nr.edu or visit <http://www.nr.edu/news/more.asp?ID=700>.

People Inc. and Beans and Rice Inc. Micro Solutions program are teaming up to offer a free Business Basics and Credit Counseling Workshop to individuals and business owners on Thursday, November 15, 2012 beginning at 9am at the New River Valley Business Center. Register online at www.peopleinc.eventbrite.com.



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