

Assisted Clients in all 67 Counties



WORKING IN PARTNERSHIP
to better serve clients



PENNTAP helps Pennsylvania businesses improve their competitiveness by providing free technical assistance and information to help resolve specific technical questions or needs that can be addressed within a limited amount of time.

The program focuses on helping smaller businesses that normally do not have the in-house expertise or time to resolve specific technical questions or needs.

PENNTAP technical specialists assist small businesses with short-term technical counseling, technical information and referrals to other expertise, resources or programs. **PENNTAP** services the entire state of Pennsylvania through a network of technical specialists who have specific areas of technical expertise and are located throughout the state.

The service of **PENNTAP** staff is confidential and provided at no cost to clients.

Jack Gido

Jack Gido
Director

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PENNTAP is a federal-state-university partnership for economic development. **PENNTAP** serves its clients through the support of the following organizations:

- | | |
|---|---|
| Ben Franklin Technology
Partners of Central and
Northern Pennsylvania | Northwest Pennsylvania
Industrial Resource Center |
| Delaware Valley Industrial
Resource Center | Penn State University |
| Electrotechnology Applications
Center | Pennsylvania Department
of Community and Economic
Development |
| Industrial Modernization Center | Pennsylvania Department of
Environmental Protection |
| MANTEC, Inc. | Pennsylvania Hardwoods
Development Council |
| Manufacturers Resource Center | US Economic Development
Administration |
| NASA Mid-Atlantic Technology
Applications Center | Verizon Pennsylvania, Inc. |
| Northeastern Pennsylvania
Industrial Resource Center | |



Pennsylvania Technical Assistance Program

For assistance or further information, contact PENNTAP at 814-865-0427

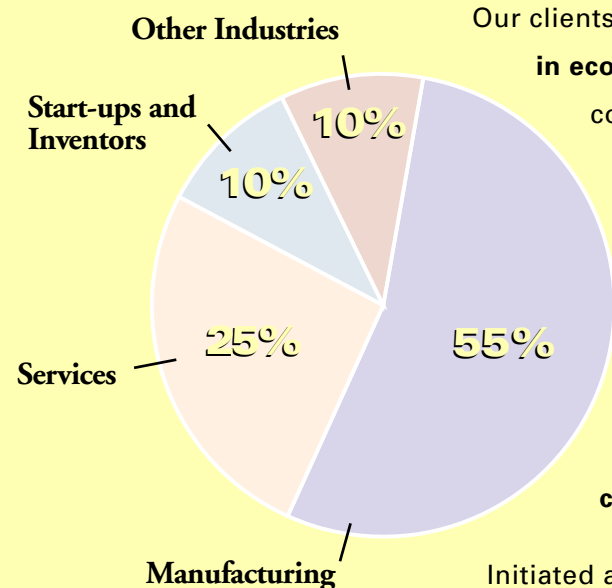
penntap@psu.edu
www.penntap.psu.edu

**Provided
\$11,400,000
in Economic Benefits**



2 0 0 0 H I G H L I G H T S

70% of our clients were businesses with less than 50 employees and were from the following sectors:



In 2000 PENNTAP provided **640 cases of technical assistance to 500 clients in all 67 counties** on a wide range of subjects such as computers, environmental, materials, and chemistry.

32% of our clients were referred to PENNTAP from other organizations.

Our clients reported **\$11,400,000 in economic benefits** from cost savings, sales increases and capital investments, and over 100 jobs created or saved as a result of PENNTAP assistance, and **99% client satisfaction.**

Initiated an **e-business Assistance Service** and provided assistance to 80 companies in 30 counties.

Established a **new partnership with the Electrotechnology Applications Center** of Northampton Community College and located a new technical specialist at the Penn State McKeesport campus.

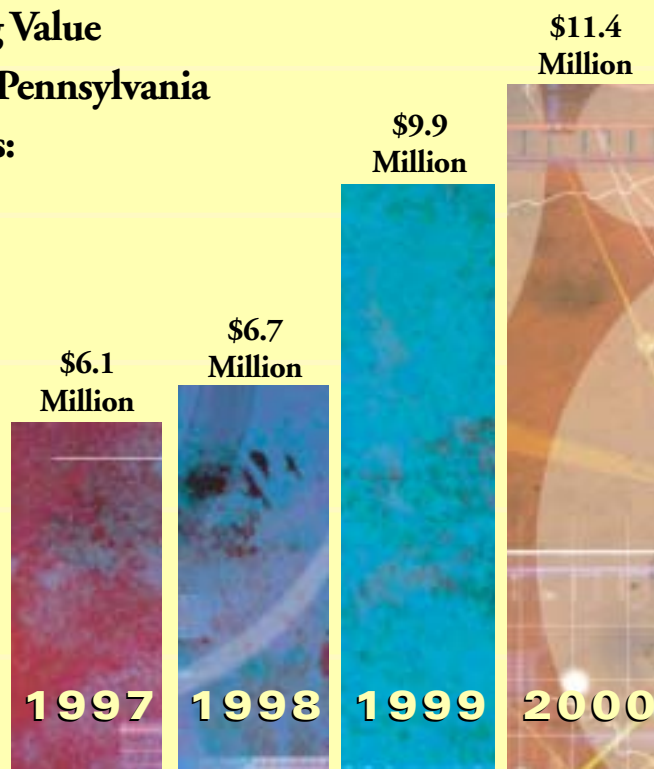
Winner of two 2000 **Outstanding Project of the Year awards** from the National Association of Management and Technical Assistance Centers.

Recipient of the Pennsylvania Economic Development Association's inaugural **Partner of the Year award.**

Published *Pennsylvania County Industry Trends 1995-1999* in collaboration with the Pennsylvania State Data Center and with the support of Verizon and also put the information on the TEAM Pennsylvania web site.

PENNTAP - A Valuable Resource Helping Pennsylvania Businesses Compete and Grow

Increasing Value Added to Pennsylvania Businesses:



I am so excited about the progress my business has made thanks to your assistance. PENNTAP provides a remarkable service that truly benefits PA businesses.

Marlene Burkhardt, *President*
Nittany Research
State College

The PENNTAP technical specialist extended himself to a degree that words will not adequately describe. We will spread the word that PENNTAP works.

William French, *President*
American Tube Co., Inc.
Nazareth

PENNTAP provided fabulous help, saved my small business money, time & training.

Susan Allen, *President*
MarketSense
Manor

PENNTAP assisted in locating experts in materials processing that are critical to our success. PENNTAP was very attentive to ensuring that our needs were satisfied. PENNTAP is such a gem.

John Pullo, *Vice President and General Manager*
GENTEX Corporation
Carbondale

We were very glad that PENNTAP was available to help us. The technical specialist was very professional and very well informed.

Robert McIntosh, *Tooling Technician*
D.C. Pattern and Tooling, Inc.
Chambersburg

We did not know where to turn for help and PENNTAP's assistance was wonderful. Excellent service.

Darcy DiFazio, *Vice President*
Allegheny Store Fixtures, Inc.
Bradford

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PENNTAP provided tips and shortcuts and methods to make our web site more usable and more competitive. I thought the assistance was on target and extremely effective.

Rudy Plummer, *Director of Human Resources*
Rockland Manufacturing Co.
Bedford

The assistance we received from PENNTAP assured that a small company like ours can remain competitive. Thanks to PENNTAP's excellent support we have been able to successfully proceed with our project.

Marco Droese, *Senior Hydrogeologist/Environmental Scientist*
Mulry & Cresswell Environmental
Glenmoore

Thank you for your help and all of the information that you gave me. I'm sure that it will lead to increased sales for Resilite. PENNTAP has been a great resource for us.

Paul Gilbert, *General Manager*
Resilite Sports Products, Inc.
Sunbury

It is comforting for a small business owner to know that a program like PENNTAP exists that gives competent advice on these types of technical issues.

Mark Wilkosz, *Owner*
Machining Concepts, Inc.
Erie

PENNTAP was able to supply answers to questions, documentation and copies of regulations saving us frustration and lost time. When I mentioned we worked with PENNTAP, DEP was very satisfied.

Tammie Henney, *Office Manager*
FRP Fabricators, Inc.
Huntingdon