

Pennsylvania Technical Assistance Program

2002 Annual Report



Helping Businesses Apply Technology

Serving Pennsylvania
Business and Industry
Since 1965

Nearly half of the businesses PENNTAP helps come to us by referrals from other Economic Development organizations.

In 2002 PENNTAP helped 770 businesses in all 67 counties. They reported \$17,000,000 in Economic Benefits and 715 jobs created or saved as a result of PENNTAP's assistance.

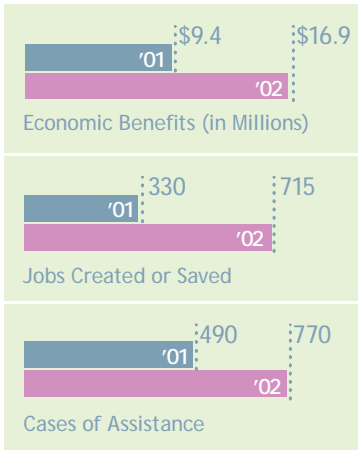


PENNSTATE



PENN STATE *Making Life Better*

2002 Highlights



In 2002 PENNTAP provided **770 cases of technical assistance to 670 clients in all 67 counties** on a wide range of subjects such as e-business, environmental, food processing, information technology, materials, safety, technology transfer and wood science.

Our clients reported **\$16,900,000 in economic benefits** from cost savings, sales increases and capital investments, and **over 715 jobs** created or saved as a result of PENNTAP assistance, and **99% satisfaction**.

Nearly 50% of our clients were referred to PENNTAP from other organizations.

Nearly 80% of our clients were businesses with fewer than 50 employees.

Established a **Food Processing Assistance Service** to help food processing companies throughout the Commonwealth with technical questions and needs related to food chemistry, microbiology analysis, food safety, shelf life, quality control, packaging, sanitation, regulations, Hazard Analysis Critical Control Points (HACCP), and product and process improvements.

Won an **Outstanding Project of the Year award** from the National Association of Management and Technical Assistance Centers for helping Harman Stove Company, Inc., of Halifax initiate a cost-effective modification of their coatings operations to be compliant with state air quality regulations.

Published *Pennsylvania County Industry Trends 1997-2001* in collaboration with the Pennsylvania State Data Center and with support of Verizon and also put the information on the TEAM Pennsylvan!a web site.

Clients Comments

The PENNTAP technical specialist gave us ideas we would have never thought of. Upgrading our web page with PENNTAP's recommendations resulted in 25% improvement in hit rate.

Ira Lauer, Director of Sales and Marketing
Catawissa Lumber, *Catawissa*

Wonderful program! I would recommend PENNTAP to any small business. We wanted to get our project going and were able to in half the time.

Jeff Mrakovich, Sales Representative
Rocky Mountain Natural Products, *Middletown*

Thanks to PENNTAP's food science assistance we were the only supplier to receive a "preferred" status from our major customer during a recent audit.

Dave Tepsick, Facilitator
Reynolds Service, Inc., *Greenville*

Because of the encouragement that PENNTAP and their partners have given me, I've expanded my business by leaps and bounds. Thank you for giving me the chance to tell you how grateful I am for the help that I have received.

Jill Aldrich, Owner
Pure Pennsylvania, *Great Bend*

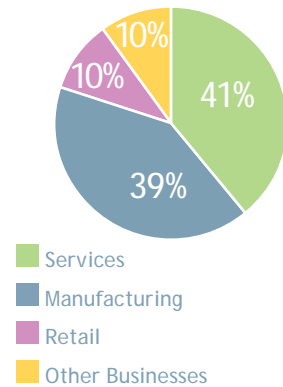
The PENNTAP technical specialist was great! She helped us tremendously. Our program capacity has been enlarged. We are growing and expanding into new capabilities and new dimensions. Our knowledge of computer systems has increased by PENNTAP's willingness to openly share information with us. PENNTAP was very "user friendly."

Baronese Stokes, Program Manager
West Philadelphia Financial Services Ins., *Philadelphia*



e-Business Technical Assistance Program

Types of Clients e-TAP Services



In response to a significant increase in requests for internet, web and information technology related assistance, PENNTAP obtained support from the Pennsylvania Department of Community and Economic Development and the US Economic Development Administration to establish the e-business Technical Assistance Program (e-TAP) in partnership with the Team PA organization.

In its first year, e-TAP placed eight information technology specialists throughout the state at Team PA locations. They made **800 visits to businesses** and provided **340 cases of assistance**. Their clients reported **\$6,800,000 in economic benefits** as a result of the assistance provided, **130 jobs created or retained**, and **100% satisfaction** with the assistance provided.

55% of the e-TAP clients were referred from other economic development organizations to e-TAP for assistance.

The e-TAP specialists also made **220 presentations** reaching **3,250 participants** to inform them of the program. They also conducted **45 seminars** in partnership with other economic development organizations, reaching **1,200 participants**.

PENNTAP's assistance resulted in an increase in website traffic by 30%. Our website is our primary marketing tool for our business. PENNTAP helped us streamline our website significantly and feedback from customers and prospects has been terrific.

Scott Dawson, President
Core Business Solutions, Inc., *Lewisburg*

We struggled with this problem until the PENNTAP technical specialist got involved. In a matter of days he figured out the problem and showed us what to do. This experience has shown us what value an organization like PENNTAP can provide to a medium size business like ours in Pennsylvania. Thank you PENNTAP for saving our company from a disaster waiting to happen.

Mike Wall, Accountant/Controller
John Savoy & Sons, Inc., *Montoursville*

After several weeks of research with different avenues PENNTAP was the only one with the knowledge and availability to provide the information I needed to develop a testing program to help our product quality.

Jim Bailey, Plant Manager
Silver Star Meats, Inc., *McKees Rocks*

PENNTAP was able to provide me with answers and information that nobody else seemed to know. This saved me much time and effort. I was very impressed by the professionalism of the technical specialist and will always be grateful to him and PENNTAP.

Abe Weaver, Owner
Weaver Brothers Pallets, *Beaver Springs*

PENNTAP assistance was extremely helpful in clarifying and enumerating the steps necessary to patent newly developed products.

Joanne Price, Owner
Color Plus Leather Restoration System, *Milford*

PENNTAP – A Valuable Resource Helping Pennsylvania Businesses Compete and Grow



For assistance or further information, contact PENNTAP at www.penntap.psu.edu penntap@psu.edu 814-865-0427

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 by providing technical advice, technical information and referrals to other expertise, resources, or programs. PENNTAP serves 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
Director

Working in Partnership to better serve clients

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

- Altoona-Blair County Development Corporation
- Ben Franklin Technology PARTners of Central and Northern Pennsylvania
- Business Retention Technologies Inc.
- Delaware Valley Industrial Resource Center
- Electrotechnology Applications Center at Northampton Community College
- Industrial Modernization Center
- MANTEC, Inc.
- Manufacturers Resource Center
- North Central Regional Planning and Development Commission
- Northeastern PA Alliance/Penn's Northeast
- Northeastern Pennsylvania Industrial Resource Center
- Northern Tier Regional Planning and Development Commission
- Northwest Pennsylvania Industrial Resource Center
- Pennsylvania Department of Community and Economic Development
- Pennsylvania Department of Environmental Protection
- Pennsylvania Hardwoods Development Council-Pennsylvania Department of Agriculture
- Pennsylvania Small Business Development Centers
- Pennsylvania State University
- SEDA-Council of Governments
- Southcentral Team Pennsylvania, Inc.
- Southern Alleghenies Planning and Development Commission
- Team Pennsylvania
- Technology Commercialization Center, Inc.
- US Economic Development Administration
- Venango County Economic Development Corporation
- Verizon Pennsylvania, Inc.

Penn State is committed to affirmative action, equal opportunity, and the diversity of its workforce.