

2003 Results

Clients Reported

900 Jobs

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\$25,000,000 in

Economic Benefits

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Economic Benefits



Pennsylvania Technical Assistance Program

Annual Report 2003

Serving Pennsylvania Business and Industry Since 1965

PENNSTATE



PENN STATE *Making Life Better*

Working in Partnership to better serve clients

PENNTAP serves its clients through the support of the following organizations:

Altoona-Blair County
Development Corporation

Ben Franklin Development
Technology Authority

Business Retention
Technologies Inc.

Delaware Valley Industrial
Resource Center

eBizITPA

Electrotechnology Applications
Center at Northampton
Community College

Industrial Modernization Center

Lehigh University Small
Business Development Center

Lehigh Valley Economic
Development Corporation

MANTEC, Inc.

Manufacturers' Association of
South Central Pennsylvania

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 Business Reten-
tion and Expansion Program

Pennsylvania Department of
Community and Economic
Development

Pennsylvania Department of
Environmental Protection

Pennsylvania Hardwoods
Development Council-Pennsyl-
vania 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

Southwestern Pennsylvania
Commission

Team Pennsylvan!a Foundation

Technology Commercialization
Center, Inc.

US Economic Development
Administration

Venango County Economic
Development Corporation

PENNTAP helps Pennsylvania companies improve their competitive-ness by providing a limited amount of free technology assistance and information to help resolve specific technical questions or needs.

The program focuses on helping smaller firms that normally do not have the in-house expertise or resources to resolve specific technology questions or needs. PENNTAP technical specialists assist small companies by providing technical advice, technical informa-tion, and connections 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.

A program of Penn State University, PENNTAP is a federal-state-university partnership for economic development. Helping Pennsylvania firms statewide since 1965, PENNTAP is one of the nation's first technical assistance programs and remains a credible and valuable resource for helping Pennsylvania companies compete and grow.

The service of PENNTAP staff is confidential and provided at no cost to Pennsylvania firms.



Jack Gido
Director

2003 Highlights

In 2003 PENNTAP provided **775 cases of technical assistance to 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. **355 cases of assistance were provided to clients in distressed counties.**

Our clients reported **900 jobs created or saved** and **\$25,000,000 in economic benefits** from cost savings, sales increases and investments as a result of PENNTAP assistance, and **99% satisfaction**. Clients in distressed counties reported **380 jobs and \$13,000,000 in economic benefits.**

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

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

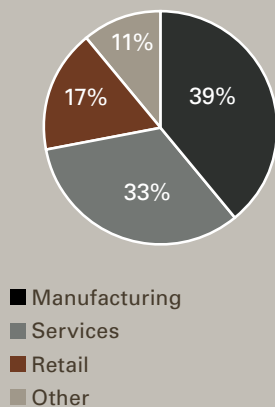
Won two Outstanding Project of the Year awards from the National Association of Management and Technical Assistance Centers for helping Nature's Blend Wood Products, a cabinet door manufacturer, use a rough mill simulation program to justify new equipment to increase efficiencies, and Cornell Iron Works implement an internal process for developing new products. PENNTAP has won an Outstanding Project of the Year award **for an unprecedented ninth consecutive year**. These two awards are PENNTAP's 18th and 19th since 1984.

Published *Pennsylvania County Industry Trends 2001-2002* in collaboration with the Pennsylvania State Data Center and with support of Team Pennsylvania Foundation and also put the information on the Team Pennsylvania web site.

Impact



Types of e-TAP Clients



e-Business Technical Assistance Program

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 through the Ben Franklin Technology Development Authority and the US Economic Development Administration to establish the e-Business Technical Assistance Program (e-TAP) in partnership with the Pennsylvania Business Retention and Expansion Program.

PENNTAP's e-TAP information technology specialists provided **430 cases of assistance, including 235 cases for clients in distressed counties.**

Their clients reported **455 jobs created or retained** as a result of the assistance provided, **\$15,000,000 in economic benefits**, and 99% satisfaction with the assistance provided.

e-TAP clients in distressed counties reported **300 jobs and \$11,000,000 in economic benefits.**

Over 60% of the e-TAP clients were referred from other economic development organizations to e-TAP for assistance.

Client Comments

Northwest

If not for the help of PENNTAP we could not have been successful. This project will keep us at the leading edge of technology and will enhance our ability to continue as a manufacturer in Pennsylvania competing against foreign companies.

Dan Imel, *Total Quality Manager*
Penn-Union Corp.
Edinboro

Our company was given an on line advantage against our competitors because of PENNTAP's assistance. I wish all of our tax dollars were as well spent. Website traffic is up 12%! The PENNTAP technical specialist has been instrumental in guiding our company. We are grateful for his assistance - we couldn't have gotten this far with out him.

Phyllis Lord, *Sales & Marketing Manager*
Abbatron
Meadville

A true asset to our business and the state of Pennsylvania. Programs like this keep us in business.

Denny Matonak, *Vice President*
Miller's Quality Meats
Butler



North Central

The PENNTAP technical specialist has been a great help and enthusiastic to help small business to succeed. It is a pleasure working with him. His advice and help has not only saved us lots of money but also developed new markets for us.

Sudhi Kamath, *President*
Systematic Filing Products
Danville

It was a pleasure working with the PENNTAP technical specialist. I feel the program is of great value to the small business person. It saves us valuable time in searching out a solution for my technical problems. We do not have the knowledge of what questions to ask even when we find a source to solve our problems. I feel you have a great program.

Blair Lundberg, *Owner*
Lundberg Pharmacy
Emporium

The PENNTAP technical specialist has been very helpful to us at our company. Her efforts to help us go far beyond being classified as "helpful". She has been a valuable asset to us and we thank PENNTAP for this very valuable service.

Duane Saxton, *Marketing and Sales Manager*
Towanda Metadyne
Towanda

Southwest

PENNTAP has kept us up to speed with current technology available. I am looking forward to using this ROMI RIP simulation package to reduce my lumber cost and increase my ripping.

Heath Ferry, *Engineer*
Nature's Blend Wood Products
Ford City

Very very very helpful.

Joseph Piccirilli, *President*
Pittsburgh Brewing Company
Pittsburgh

PENNTAP was very thorough and I believe that their findings will continue to help us for a long time.

Ken Bohl, *President*
IDL Inc.
Pittsburgh

I continue to have cost savings as a result of the PENNTAP technical specialist's assistance and advice.

Jean Lewis, *Owner*
Pages by Design, Inc.
Bedford

Northeast

I wanted to tell you that the PENNTAP technical specialist has been an invaluable resource in getting Activlite up and running. His insights and knowledge of the food science saved us both time and money. I would like to say how much we appreciate his help and wish you and your entire team great success in coaching and mentoring other entrepreneurs as they grow their businesses.

Richard Botteri, *President*
Activlite Fitness Beverages, Inc.
Mt. Bethel

It is a pleasure working with PENNTAP. PENNTAP has helped me and our company out a great deal. Also, the PENNTAP technical specialist responds to the referrals of the small businesses that NEPA works with to assist them with their technical needs.

Karen Ostroskie, *Entrepreneurial Network Coordinator*
Entrepreneurial Network Initiative
Pittston

I would like to thank you for the assessment of our website. We found it to be very constructive and have acted on many of PENNTAP's suggestions for improvements to our site.

Brenda Hogan, *Director of Marketing*
Weiler Corporation
Cresco

South Central

Our high end web site is much more desirable. We have seen a substantial increase in sales that are directly tied to the web. PENNTAP helped direct us in making a great decision.

Thanks again.

Matt Pannebaker, *President*
Tedd Wood, Inc.
Thompstontown

I cannot thank you enough for all PENNTAP has done for me. It gave me a sense confidence to proceed with other capital expenditures. The PENNTAP assistance has greatly furthered the progress of this company and will contribute to the creation of new jobs and economic development.

Sandra Miller, *President*
Auction Aide by Sandra's Crossing, Inc.
Hummelstown

The PENNTAP technical specialist was knowledgeable and expedient in helping us to resolve our issues. PENNTAP is a valuable resource for any small business.

John Fitzpatrick, *President and CEO*
LearnX Corporation
Harrisburg

Southeast

The benefits that my company received from PENNTAP provided my company with the knowledge that might not otherwise be available to companies without the financial abilities to undertake start-up and growth. My company receives invaluable assistance from PENNTAP. I believe that our state representatives should be proud of funding such vital and successful programs.

Bessie Derk, *Plant Manager*
Tasty Twisters
Philadelphia

The assistance provided by PENNTAP was a tremendous help. What PENNTAP provided in the early stages of our start up, we could not afford to buy, nor could we have found a more competent source of high quality information and insight. We are very grateful for PENNTAP's help. I would highly recommend PENNTAP to other Pennsylvania Entrepreneurs.

Joe Santoro, *President*
Career Mentor Associates
Doylestown

The services offered by PENNTAP are a great resource to small business.

Steven Bayles, *President/CEO*
Visual Technology
Chester Springs



**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

Penn State is committed to affirmative action, equal
opportunity, and the diversity of its workforce.
U.Ed. RES 04-30