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
2001 Highlights

- In 2001 PENNTAP provided 490 cases of technical assistance to 440 clients in all 67 counties on a wide range of subjects such as computers, environment, materials, and chemistry.
- Nearly 40% of our clients were referred to PENNTAP from other organizations.
- Our clients reported $9,400,000 in economic benefits from cost savings, sales increases and capital investments, and over 330 jobs created or saved as a result of PENNTAP assistance, and 99% client satisfaction.
- Established an e-business Technical Assistance Program, e-TAP, in partnership with TEAM PA and support from the Pennsylvania Technology Investment Authority and the US Economic Development Administration to help small businesses with their internet, web site, and information technology needs.
- PENNTAP was selected by the Technology Commercialization Center as the Pennsylvania web site.
- Won an Outstanding Project of the Year award, e-TAP, in partnership with TEAM PA and support from the Pennsylvania Technology Investment Authority and the US Economic Development Administration to help small businesses with their internet, web site, and information technology needs.
- PENNTAP was selected by the Technology Commercialization Center as the Pennsylvania web site.
- PENNTAP was selected by the Technology Commercialization Center as the Pennsylvania web site.
- Pennsylvania provided guidance and technical knowledge which we did not have in-house. Your assistance was invaluable in helping us work through the maze of environmental regulations. We ended up with an environmentally friendly paint system and also lowered our operating costs.
- Bob Baker, President
  Hanover Lantern, Inc.
  Hanover

- Due to PENNTAP’s advice we made some major changes to our web site. Your technical specialist was very thorough, and we truly appreciated his comments.
  Tony Montefiori, Marketing Manager
  Niagara Plastics Company
  Erie

- We instituted a moisture evaluation program which PENNTAP helped us with, which has reduced our cracks and degrading considerably.
  Stephen Roemhild, Engineering Manager
  Spectra Wood, Inc.
  State College

- PENNTAP’s assistance with our web site and that of several incubator tenants was invaluable. PENNTAP was in the right place at the right time as far as I’m concerned. The help was invaluable.
  Rob Konwinski, Incubator Manager
  City of Bradford, Office of Economic and Community Development
  Bradford

- PENNTAP opened my eyes to alternatives to how I originally proposed to handle my information technology problems.
  Arnon Garonzik, President
  ECOR Solutions, Inc.
  Exton

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Client Comments

The action list made from PENNTAP’s evaluation will make good improvements throughout our company.

PENNTAP did an excellent job. Your efforts were greatly appreciated.

Chuck Rowe, Project Manager
Specialty Metal Products Company
West Middlesex

The expertise that PENNTAP provides in technology areas to the WCDA is tremendous. It enabled us as Team PA Business Calling Program participants to provide our local companies with a first rate product. In this case e-commerce services. We greatly appreciate having PENNTAP as a service provider. It is a quality program for rural counties.

Deborah Roberts, Executive Director
Warren County Development Association
Warren

PENNTAP assistance gave our company the chance to decrease air emissions. Your technical specialist was an inspiration, a great teacher and a great source of information and knowledge. Thank you.

Alvira Betsa, EH&S Coordinator
Rastek, Inc.
Bellefonte

With the assistance of PENNTAP I am now able to understand and comprehensively utilize the software to its greatest potential. We are now able to provide great added value to our customers.

Diana Kimmich, Quality Information Manager
ITPreflier.com
West Chester

We have been very pleased with the assistance we have received from PENNTAP and your help has impacted our organization in a very positive manner.

Thomas R. Nardone, Secretary
Nardone Brothers Baking Company
Wilkes-Barre

PENNTAP opened my eyes to alternatives to how I originally proposed to handle my information technology problems.

Arnon Garonzik, President
ECOR Solutions, Inc.
Exton

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:

- Ben Franklin Technology Partners of Central and Northern Pennsylvania
- Electrotechnology Applications Center at Northampton Community College
- Industrial Modernization Center
- MANTEC, Inc.
- Manufacturers Resource Center
- Northeastern Pennsylvania Industrial Resource Center
- 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 State University
- Technology Commercialization Center, Inc.
- US Economic Development Administration
- Verizon Pennsylvania, Inc.

Nearly 80% of our clients were businesses with fewer than 100 employees and requested assistance related to the following needs:

- Information Technology & Operations Improvement
- Pollution Prevention, Environmental Compliance & Energy
- Product Development & Improvement
- Process Development & Improvement
- Safety
- Other

99% client satisfaction

Our clients reported $9,400,000 in economic benefits from cost savings, sales increases and capital investments, and over 330 jobs created or saved as a result of PENNTAP assistance, and 99% client satisfaction.

14%

16%

22%

29%

8%