PennTAP + Performance = Economic Impact

477 jobs created or retained

$46,387,913 in economic impact

98% customer satisfaction rating
PennTAP Clients, Partners, and Colleagues:

Though 2009 was a year of economic challenges, we continued to add outstanding success stories to our portfolio. We renewed and strengthened our focus on PennTAP’s foremost goals: providing the technical expertise that Pennsylvania’s businesses need to thrive, and increasing student engagement.

As we become more vigilant about controlling production costs and reducing our carbon footprint, we have made our 2009 annual report available online. We also include a brief summary here so that you can scan the basics about our economic impact, jobs created or retained, and other information about the past year.

In conjunction with our efforts to serve the businesses of the Commonwealth, we are further committed to using University resources and have increased our number of student interns, who acquire valuable experience while working alongside our colleagues. We are proud that we doubled our economic impact in 2009, despite having less financial resources than in the previous year.

Thanks to our technical specialists and partners throughout Pennsylvania, we have helped businesses achieve a comprehensive range of goals, from finding sustainable alternative-energy solutions to increasing technological capabilities. With your support, we will continue to provide innovative technical expertise to help ensure the economic well-being of the Commonwealth.

Sincerely,

Wayne Figurelle
Director
2009 Metrics

431 cases of technical assistance

$46,387,913 in economic impact

477 jobs created or retained

98% customer satisfaction rating

Over the last five years PennTAP has provided more than 2,831 cases of technology assistance across all sixty-seven Pennsylvania counties.
PennTAP Delivers High ROI

PennTAP is Pennsylvania’s premier technical assistance leader for economic growth stimulus and sustainability. We consistently provide valued support to impact both our businesses’ effectiveness and profitability across all sixty-seven counties of the Commonwealth. PennTAP’s mission remains as steadfast as ever—to implement strategically targeted solutions that benefit a business’ needs and presence in the marketplace.

PennTAP’s clients have historically responded by documenting their successes after receiving “excellent service from highly trained specialists.” The carefully collected metrics in this report demonstrate high ROI (Return on Investment), substantial economic impact, high customer satisfaction, and great success—the hallmarks of PennTAP.

While the statistics offer ample evidence of our continued viability, PennTAP’s client testimonials and firsthand accounts provide the real essence of our success stories. They are the powerful representations of PennTAP’s statewide impact.

For a list of success stories and previous annual reports, please visit www.penntap.psu.edu/success-stories.

PennTAP Core Services

We provide technical and technology assistance to business and industry regarding:

- Advanced Information Technology
- Energy Efficiency and Alternatives
- Environmental, Health, and Safety
- Food Processing Industry
- Health Care IT
- New Product Development

“The PennTAP team … exceeded my expectations. I was impressed by the scope of the audit, the depth of detail investigated in each technical area, and quality of data obtained, which produced startling recommendations we plan to act upon. It was a real pleasure working with this very well-prepared, very capable crew of experts.”

—Facilities Management Director
Moses Taylor Hospital
Scranton, PA

For assistance or further information, contact PennTAP by e-mail or phone: penntap@psu.edu, 814-865-0427. Visit us on the Web: www.penntap.psu.edu.
“PennTAP was extremely knowledgeable and helpful. They dedicated a lot of time writing a report and working with the state for a $25,000 energy grant!”

—K & K Precision Enterprises, Inc. Ivyland, PA

“PennTAP provided us with remarkable resources … (and) not only discovered sustainable sources for Pennsylvania-grown potatoes, but, once in hand, went the extra mile to prove for us a yet untried process of potato fermentation. We owe 90 percent of our quality to PennTAP.”

—Owners Pennsylvania Pure Distilleries Glenshaw, PA

“I believe the (energy assessment) survey was a great value to us. It pointed out the areas we are lacking in that could use improvement. I would definitely recommend the survey to other companies.”

—Sappi Fine Paper Allentown, PA

“PennTAP … introduced us to a bright young man (a Penn State student), who took our company to new heights for online advertising with Google. Thanks to PennTAP and the Penn State student, we are drumming up new business leads almost every day.”

—KMA Remarketing Corporation DuBois, PA

**2009 Action Council Members**

The 2009 PennTAP Action Council is composed of leaders in business and industry, government, higher education, and workforce development. The council operates as a group and in small teams to support PennTAP in key strategic areas. We appreciate the efforts of our 2009 Action Council members and thank them for giving their time and expertise in guiding PennTAP into the future.

For a list of the 2009 Action Council members, visit: www.PennTAP.psu.edu/action-council
Pennsylvania Technical Assistance Program (PennTAP)
The Pennsylvania State University
The 329 Building, Suites 416-417
University Park PA 16802

**Five-Year Metrics**

2005–09

- 2,831 cases of technical assistance
- $223,334,307 in economic benefits
- 3,727 jobs created or retained
- 99% client satisfaction