IBIT MEMBERS

ALEXION
AmerisourceBergen®
Arcweb Technologies
Pfizer
DECISIVE EDGE
and Information
Emtec
Business & Technology Empowered
Capgemini invent
QVC
COMCAST NBCUNIVERSAL
Scholastic
SYNACOR
Small Business Development Center

RESULTS ACROSS THE COUNTRY

+ JOBS +

99,194 new jobs created
A new job every 5.3 minutes

+ SALES +

$7 billion in new sales
$100,000 in new sales every 8 minutes

JOB GROWTH

1.5% national average
17.7% average SBDC client

SALES GROWTH

5.6% national average annual sales growth
18% average SBDC client annual sales growth

Temple Minimum Deliverable Expectations FY 2020
Period: 10/1/2019 to 9/30/2020

- New Businesses Started: 104% (5,553)
- Jobs Supported: 21.6% (5,875,925)
- Client Served: 14.6% (1,184,811)
- Capital Formation: 12.2% (23,119,957,761,897,596)
- Legislative Letters: 31.2% (126,411)
- Counseling + Prep + Travel Hours: 70% (4,271,677)
SBDC National Economic Impact

Check out their national economic impact
Businesses that partner with America’s SBDCs get started, create jobs, access capital, grow sales and prosper.

$5.6 billion in financing

Every Federal Dollar:

$2.16 Federal Revenue

$2.81 State Revenue

$45.47 in new capital

RETURN ON INVESTMENT
Cost vs. Revenue Generated by SBDCs

Federal Appropriation (fiscal 2018):
$123.5 MILLION

Federal Revenues Generated:
$267 MILLION

State Revenues Generated:
$346 MILLION

$100,000 in capital every 9.4 minutes

+ CREATE NEW BUSINESSES +

66.7% of pre-venture SBDC in-depth clients start new businesses

16,499 new businesses started by in-depth clients between 2017-2018

A new business every 32 minutes

Women, Minorities, Veterans

51% women
28% minorities
6% veterans

America’s SBDCs play a critical role in the health of small businesses: helping access capital, providing advice on regulations, preparing for changes in the economy, and technology, and responding when disaster strikes.

Learn more about how SBDCs help small businesses start, grow and thrive.

www.AmericasSBDC.org
IBIT and SBDC Partnership: Covid-19 - How can we help?

Problems
- Small Business
- Self-fund through revenue
- Limited access to capital
- Urban more acute
- Poverty rate
- Digital divide

Solutions
- Training is insufficient
- Offer digitalization service
Screening

FIT
• Can we make a difference?
• Do their needs fit our capabilities?

COMPLEXITY
• How challenging is the problem?
• How complex is the potential technology solution?

CLEAR NEEDS
• Are the client needs clear?
• How focused is the client?

SUSTAINABLE SOLUTION
• Will our solution stick over time?
• Will the solution be useful? (assess at the end)
Digital Triage Model

Focus on problems (and solutions) that generate or preserve income, sustain critical operations, or save costs.

Two-week agile sprint consisting of 4-6 meetings with the client, and about 10 days of work.

Each project is limited to one advisor and one to two students.
Status

- 60 Legitimate requests
- 5 Just Applied
- 13 Alternative or Pass
- 19 Accepted or Contacted
- 11 In progress or Scoping
- 12 Completed
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<td>Uncorked</td>
<td>Uncorked by the Sea is a small wine shop located in Southport, North Carolina. The onset of the Corona Virus forced Uncorked to explore new ways to provide additional ordering options for its customers. We recently overhauled our website and recognized the need to add an online store to complete project. Uncorked did not have the financial resources to hire a contractor to develop the online store. Rich Flanagan contacted Uncorked about an initiative that Temple University was launching to help small businesses develop online stores. As the owners of Uncorked we embraced the opportunity to work with Temple to set up our online store.</td>
<td>Thanks to Temple’s Rich Flanagan and student Rich Wagner Uncorked now has a fully functional online store. We launched Uncorked’s store on Wednesday May 13th and have been delighted with our customer’s response. We are receiving daily orders via the store and also gaining new opportunities through the option to place special orders.</td>
<td>During the process of setting up the store Temple provided outstanding guidance, market research and clear objectives. Over the course of 4 weeks Temple initiated twice weekly online conference calls to facilitate the development of the store. Temple’s project manager’s were accessible and were able to design the store to Uncorked’s vision.</td>
<td>We hope that Temple will be able to provide a tutorial to assist us in daily maintenance of the store. It would be helpful to have access to Rich Wagner on an as needed basis to answer questions we may have moving forward.</td>
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<td>Pure Eco</td>
<td>I was in need of a professional to help me complete and launch my new website, including an online store to diversify my business and create a new revenue stream. The online store and creating a new revenue stream was especially important as a result of being closed for business due to Covid19.</td>
<td>The SBA connected me with Richard and Kunal and I couldn’t be more thrilled with the results. They both offered valuable information and direction on the store layout, categories and uploading product data in an organized fashion that would translate to a positive consumer experience. In addition, it was very important for me to update / redesign my online consultation form that new clients submit to assist with scheduling properly. Kunal listened to my needs and ideas and then translated them perfectly into a client friendly consult that helps to raise our standards and project a more high end, professional image. Lastly, Kunal helped redesign the layout of my service menu to better fit the clean image we were striving for while easily giving guests the ability to schedule on line.</td>
<td>My overall experience with Richard and Kunal was exceptional. Myself and my staff are thrilled with our new site!</td>
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<td>My business problems were my business website and marketing issues. I received assistance with redesigning my website, marketing tips and creating an Etsy Store. Services were delivered as promised and it’s helping. The multiple Zoom video meetings were extremely helpful as a teaching tool on how to work with GoDaddy and Etsy.</td>
<td>I am very pleased with my website and the helped I received from Kevin. So having a student to assist with projects is definitely beneficial. Also receiving marketing tips on which platforms to promote my business was a plus.</td>
<td>One thing that comes to mind is create a check off list for new clients to show what they are working on and the time frame to complete the project.</td>
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Engaging with your local Small Business Center

Structure
- Location centric
- Funding model – government funded

Metric driven
- Business starts
- Number served
- Jobs supported
- Capital access and connections
- Revenue

International
- Central and South American
The Center of Digital Transformation for Small Business

Next steps
• New Center of Digital Transformation for Small Business
  • University wide

Mission
• Training
• Projects
• Advanced Projects (Digital Innovation Foundry)

Funding
• $319,000 SBA Grant
• $100,000 IBIT

No cost digital services to small businesses
For more information

Contact Munir Mandviwalla at mandviwa@temple.edu