



The Massachusetts Small Business Development Center (MSBDC) Network provides high-quality, in-depth advising, training and capital access which contributes to the entrepreneurial growth of small businesses throughout Massachusetts.

Business services are delivered statewide by skilled professional staff supported by a vast network of federal, state, educational and private-sector partners.

Services include, but are not limited to, business and financial plan development, cash flow analysis, marketing and sales strategies, financing options, federal and state procurement contract identification and access, as well as, export advising and international market research and promotion. In addition, 150 training seminars and workshops are conducted annually to meet clients' needs.

The MSBDC Network is a partnership of the U.S. Small Business Administration, the Massachusetts Office of Business Development and a consortium of higher educational institutions led by the University of Massachusetts Amherst Isenberg School of Management, and including Clark University, Salem State University and the University of Massachusetts Boston.

www.msbdc.org

A partnership program with the U.S. Small Business Administration and the Massachusetts Office of Business Development under cooperative agreement SBAHQ-16-B-0001. SBDCs are a program supported by SBA and extended to the public on a nondiscriminatory basis. SBA cannot endorse any products, opinions or services of any external parties or activities. By contacting the appropriate regional office and requesting at least two weeks in advance, every attempt will be made to reasonably accommodate persons with disabilities and those who need translation services.

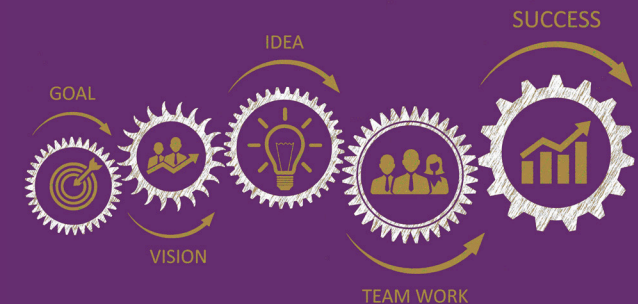


UMass Amherst
Massachusetts Small Business Development Center Network
University of Massachusetts
Isenberg School of Management
23 Tillsen Farm Road
Amherst, MA 01003



Massachusetts Small Business Development Center Network

2016 IMPACTsurvey



Contributing to economic and entrepreneurial growth in Massachusetts since 1980



Studies consistently show that Massachusetts citizens receive a strong return on their investment by utilizing the Massachusetts Small Business Development Center (MSBDC) Network. The program's success is directly related to the quality of our professional staff and partnerships between the U.S. Small Business Administration, the Massachusetts Office of Business Development, college and university sponsors—led by the University of Massachusetts Amherst Isenberg School of Management, and a wide range of supporters in the business community.

Economic Impact Study

In 2014, the MSBDC provided one-to-one business advisory services to 3,378 clients. An impact study* of clients who received five or more hours of business assistance in 2014 yielded the following findings:

- A total of 97% of established business clients would recommend MSBDC services to others; 91% of clients felt services were beneficial.
- Long-term business advising generated \$2.57 in tax revenue for each dollar expended on the program from state, federal and local funding sources.
- Following MSBDC business advisory services, \$126.9 million in capital was secured.
- Each dollar spent by the MSBDC program leveraged \$29.43 in debt and equity capital.

MSBDC Clients

- Outperformed average sales growth for all Massachusetts companies: 11% versus 4.8%.
- Produced higher job growth: 14.5% versus Massachusetts average of 1.7% for established firms.
- Gained \$98.4 million in incremental sales and generated \$11.1 million in total tax revenue (\$5.3 million federal tax revenue and \$5.8 million state tax revenue).
- Created 1,813 new jobs with the average cost of generating a new job at \$2,379.
- Preserved 1,737 jobs.

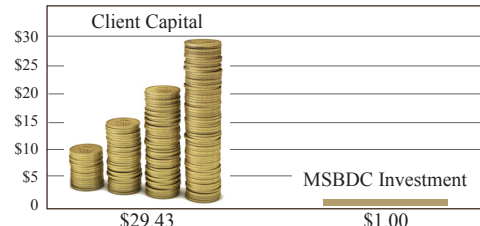
Higher Job Growth

MSBDC clients increased jobs at a higher rate than other Massachusetts businesses



Capital Access

Each dollar spent by the MSBDC program leveraged \$29.43 in debt and equity capital



Return on Investment

Return of \$5.76 in state tax revenue for every state dollar expended on the MSBDC program

State Office

University of Massachusetts
Isenberg School of Management
23 Tillson Farm Road
Amherst, MA 01003
413-545-6301



Business Advising Centers

Berkshire Regional Office 413-499-0933

33 Dunham Mall, Suite 103
Pittsfield, MA 01201

Boston Regional Office & Minority Business Center 617-287-7750

University of Massachusetts Boston
100 Morrissey Boulevard
Wheatley Hall, 3rd Floor, Suite 154
Boston, MA 02125

Central Regional Office 508-793-7615

Clark University
950 Main Street
Worcester, MA 01610

Massachusetts Export Center 617-973-8664

10 Park Plaza, Suite 3730
Boston, MA 02116

Northeast Regional Office 978-542-6343

Salem State University
Enterprise Center
121 Loring Avenue, Suite 310
Salem, MA 01970

Procurement Technical Assistance Center 413-545-6303

University of Massachusetts
Isenberg School of Management
23 Tillson Farm Road
Amherst, MA 01003

Southeast Regional Office 508-673-9783

200 Pocasset Street
Fall River, MA 02721

Western Regional Office 413-577-1768

Scibelli Enterprise Center
1 Federal Street, Building 101
Springfield, MA 01105

* Findings are from a report by Dr. James Chrisman, Mississippi State University, who sampled 881 clients receiving five or more hours of assistance from the MSBDC Network in calendar year 2014. The study had a 26.7% response rate.