



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, over 100 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 and Salem State University.

www.msbdc.org

A partnership program with the U.S. Small Business Administration and the Massachusetts Office of Business Development under cooperative agreement SBAHQ22B0009 through the University of Massachusetts Amherst, Isenberg School of Management. 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. Reasonable accommodations for persons with disabilities will be made if requested two weeks in advance by calling the appropriate regional office.



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



Massachusetts Small Business Development Center Network

2022

IMPACT

.....*survey*



Contributing to economic and entrepreneurial growth in Massachusetts since 1980



UMassAmherst
Isenberg School
of Management



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 2020, the MSBDC provided one-to-one business advisory services to 3,720 clients. Clients who received five or more hours of business assistance in calendar year 2020 yielded the following findings*:

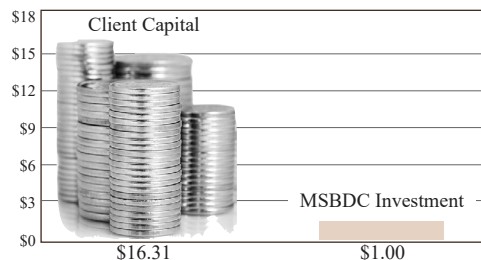
- A total of 94% of established business clients would recommend MSBDC services to others; 90% of clients felt services were beneficial.
- Long-term business advising generated \$2.04 in tax revenue for each dollar expended on the program from state, federal and local funding sources.
- Following MSBDC business advisory services, \$86.5 million in financing was secured.
- Each dollar spent by the MSBDC program leveraged \$16.31 in capital from external sources.

MSBDC Clients

- Outperformed average sales growth for all Massachusetts companies: 34.7% versus 10%.
- Gained \$172.9 million in incremental sales and generated \$10.8 million in total tax revenue (\$2.4 million federal tax revenue and \$8.4 million state tax revenue).
- Created 856 new jobs and preserved 2,347 jobs.

Capital Access

Each dollar spent by the MSBDC program leveraged \$16.31 in capital from external sources



Employment

MSBDC clients created and retained 3,203 jobs



Return on Investment

Return of \$6.86 in state tax revenue for every state dollar expended on the MSBDC program



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Isenberg School of Management
23 Tillson Farm Road
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413-545-6301

Business Advising Centers & Programs

Berkshire Regional Office 413-499-0933
33 Dunham Mall, Suite 103
Pittsfield, MA 01201

Central Regional Office 508-793-7615
Clark University
950 Main Street
Worcester, MA 01610

Government Sales Advisory Program 508-870-3193

Greater Boston Regional Office 617-243-1386
Mount Ida Campus of UMass Amherst
Campus Center, Suite 204-205
100 Carlson Avenue
Newton, MA 02459

Massachusetts Export Center 617-973-6610
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Salem State University
Bertolon School of Business
71 Loring Avenue, Room CC156
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1 Federal Street, Building 101
Springfield, MA 01105

SBIR Program 774-203-9972

Southeast Regional Office 508-673-9783
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Fall River, MA 02721

Western Regional Office 413-577-1768
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* Findings are from a report by Dr. James Chrisman, Mississippi State University, who sampled 719 clients receiving five or more hours of assistance from the MSBDC Network in calendar year 2020. The study had a 18.6% response rate.