

## Puerto Rico SBTDC

### Center for Innovation and Technology

#### **Technology Accreditation**

The SBTDC Program has an accreditation every four years as a requirement of the National SBDC Program and since 2004 it has had a T-Accreditation. It is a rigorous process where the Lead Center first completes a self-study, followed by an on-site evaluation of the accreditation team to assess the quality, compliance, effectiveness and efficiency in areas such as client services, program management, financial management and others. Aside from the SBDC Accreditation, the programs with technology assistance centers have to pass the T-Accreditation. During the last accreditation process in 2013, the PR SBTDC received full accreditation and T-accreditation with an unsurpassed seven best practices at the national level, as follows.

- 2013 SBDC and Technology Accreditations without conditions and Best Practices  
*Best Practices: (1) Peer Review Learning Committee includes Learning Organization-Professional Development and Peer Review; (2) Core Competency Model, (3) Balanced Scorecard Model: Approach-Deployment-Learning-Alignment.*
- 2009 SBDC and Technology Accreditations without conditions and Best Practices
- 2006 Technology and Commercialization Accreditation without conditions (SBTDC)
- 2004 Accreditation without conditions and Best Practices  
*Best Practices: Balanced Scorecard Model, Peer Review*
- 1999 Youngest SBDC without conditions accredited by the Association SBDC.

#### **Services**

The SBTDC through the Center for Innovation and Technology (CIT), provides specialty services including: training and entrepreneur development, one-on-one counseling and mentoring. Specific services include:

- Individualized counseling provided by Certified Technology and Business Development Consultants to support commercialization.
- Assistance to apply to the SBIR and STTR Programs.
- Assistance creating Lean Business Plans and Business Plans for commercial lending, Commercialization Plans and to complete international market research.
- Seminars, workshops and outreach on topics such as Intellectual Property, Strategies and Programs to Gain Financing, Investors and Alternate Capital.
- Roundtables to foster the participation of lending, private and public institutions to engage in technology commercialization.
- Technology Advisory Board composed of high tech businesses, SBIR Award Recipients, patent lawyers and renowned researchers.

## **Staff and Resources**

The CIT leads all technology commercialization efforts, providing services through a network of regional centers located in: Arecibo, Caguas, Fajardo, Ponce, San Juan and San German. The CIT main office is located in San Juan and it deploys contracted subject matter experts to support specific projects including: engineers, investment experts, IP lawyers, medical doctors, commercialization specialists, grants-writers, biotech professors and others. Resources available to clients are vetted through years of mutual collaboration with the SBTDC.

## **Impact**

The PR SBTDC's success is measured by the success of clients tracked over time. Clients are engaged in long-term relationships with continuous follow on.

Economic Impact as reported by clients includes:

### **Management and Technical Counseling Services**

- 37,391 clients in one-one-one, comprehensive and confidential counseling sessions
- 332,143 hours of one-on-one counseling; 95% Satisfaction; 22 hrs. Extended services clients > 5 hours
- 38 % female clients counseled

### **Entrepreneurial Training Institute Program**

- 4,350 training seminars
- 109,513 participants in training with 43% females

### **Financial Management Program**

- \$535 million access to Capital
- ROI: \$1 invested - \$19 in capital (Chrisman Survey-release 2014)

### **Procurement since 2006**

- \$171 M contracts awarded with federal, state, and municipality

### **R&D Funding, including SBIR Federal Funds since 2004**

- 93 R&D Proposals including phase 0 SBIRs
- 7 SBIRs awarded: two (2) in Phase I and one (1) in Phase 2 amounting to \$5.66 million.

### **Economic Impact/Success Stories**

- Business startup of 1,643 New Business
- Over 38,385 jobs created and retained
- Over \$612 million increase in Sales in Businesses
- Impacting Regional Economic Needs in Manufacturing, Commerce Retail, Service, Tourism, Agro-Industry, Technology-IT, and Aerospace

### **Other Initiatives**

The Federal and State Technology Partnership (FAST) Program has been implemented by the PR SBTDC since 2006. Supporting 714 attendees and 3,207 training hours and 81 clients through 695 counseling hours; phase 0 assistance and grants were awarded to 55 tech-startup companies. In direct impact, this has represented 3 new businesses, 6 new jobs and capital formation amounting to \$961,998.

To provide the best business solutions, partnerships are continuously being built and nourished. Resources leveraged in partnerships come through the Puerto Rico SBDC network and through the 63 SBDCs that integrate the Association of Small Business Development Centers Nationwide. Partners that support entrepreneur development include:

- SBA: Resource Partners (WBI, Score, CDCs others); PTAC, MEP, MBDEs
- *Tech Initiatives: MOUs with each regional initiative-Inteco, Intenor, PR-TEC, Vitec, Intene, Guayacán.*
  - *Participation in I-Corps program as mentors to 6 teams.*
- Associations: PR Manufacturers; Chambers of Commerce; Centro Unido de Detallistas; Hispanic Chamber of Commerce; El Salvador Business Development Centers.
- Banks: Banco Santander–Servi Pymes, Banco Popular-Echa Pa'Lante, FirstBank, BDE and Oriental Export Program.
- Enterprises: Microsoft, SAP, American Express, FedEx and CitiBank among others.
- Government: PRIDCO, Agriculture Department, PR Trade & Export Company and Labor Department.
- International Trade: Export-Import Bank City State Partner; ExportCaguas; Hispanic Chamber of Commerce.