

2017 YEAR IN REVIEW

Building businesses for New Hampshire's future



Solving the 'pain points' of today's physical therapists

2017 – The Numbers

- 851 in-person advised clients
- 6,396 advising hours

Here's what our clients have accomplished, with our help:

- 465 new jobs created*
- 133 jobs retained
- 84 new business starts**
- \$18,331,770 in capital infusion
- \$14,562,421 in revenue increases

* Highest total since 1999; federal cost per job created: \$1,500

** Highest total since 2003

Quinn Worden received the 2017 SBA Young Entrepreneur of the Year Award for New Hampshire and New England. His business, PT United, LLC, partners with private practice physical therapy companies to help them control their costs with economies of scale, while also helping to improve the patient experience.

Quinn is a visionary. He found the perfect software developer and has put together a great team with an excellent advisory board. He includes

Hollis McGuire, NH SBDC Nashua regional director, among his company's advisors. "Hollis knew everything we had going on; she knew our goals and initiatives, and she knew my pain points—accounting, human resources, and

access to capital. She knew about all of it."

Sales have topped \$2.3 million, with about 300 partners, or 1,000 therapists, who have bought into PT United's systems. Quinn

explains that he still has 100,000 more U.S. physical therapy companies to pursue. PT United employs a dozen people full- or part-time.

Quinn insists Hollis was critical to helping him tap into the "eco-system" of business in New Hampshire and that

"Hollis continues to be a vital resource from HR to discovering professional development opportunities to continued access to capital."

PT United's most recent accomplishment? They just closed on their first acquisition.



NH SBDC's e-Learning for Entrepreneurs continues to serve NH's current and future business owners, with 1,429 e-courses taken in 2017 by 983 people. This year we launched Démarrer une Entreprise dans le New Hampshire (Starting a Business in New Hampshire, translated en français) and developed several new and updated e-courses on social media.

As part of our strategic plan, we reviewed and analyzed the e-Learning program in 2017 to ensure it is meeting client needs. In 2018, NH SBDC will use this analysis to redesign the e-Learning program so that it continues to be relevant, agile, and accessible to all small business owners in New Hampshire.

Cooperative venture relies on partnerships

NH SBDC is a cooperative venture of the U.S. Small Business Administration, the State of NH's Department of Business and Economic Affairs, and the University of New Hampshire, but that is just the beginning of the story. We collaborate with organizations and individuals across New Hampshire, including economic development agencies, local governments, community colleges, and the university system, all in the name of adding value to our clients' work with us.

These collaborations result in projects, like the Paul College Honors Project, which brings students and small businesses together to solve business problems.

They also result in events, such as our Small Business Matchmaker, a collaboration with the SBDC, the U.S. SBA, and the NH Government Contracting Assistance Center, which introduces small businesses to prime contractors to bring more federal contracting dollars to NH.

Yet another result of collaborations is the amplification of our services to complement clients' business advising. This often takes the form of education and support in our state's business incubators, and lending available through regional economic development councils, banks, and Angel networks.

