



TECHHELP

From offices in Boise, Post Falls and Pocatello, TechHelp Manufacturing Specialists help Idaho manufacturers, food processors and inventors/entrepreneurs improve their competitiveness through continuous product and process innovation. Our services fall into three primary areas of practice that include:

- New Product and Market Development
- Operational Excellence
- Food & Dairy Processing

The words EXTENSION and PARTNERSHIP capture the spirit of what we do:

- We extend our people, services, resources, knowledge and expertise to help Idaho manufacturers, processors and inventors improve competitiveness and profitability
- We can be an extension of your company and of your staff. Call us when you need us
- TechHelp gives you access to a deep pool of local and national resources through our university, private sector and national MEP partners
- TechHelp Manufacturing Specialists are available statewide thanks to our university partners

The Center serves approximately 1,794 small and medium-sized manufacturers in the state.

• As part of the COVID-19 crisis, TechHelp is providing its resources to maintain the viability of the state's manufacturers. It is linking them within the supply chain to support the critical needs of the state and the nation in the manufacture of key supplies for the medical response.

• In addition, TechHelp is providing services to identify manufacturing opportunities to diversify the manufacturing base in the state as a result of our national critical equipment and supplies vulnerabilities.

ECONOMIC IMPACT

MEP Center impacts are based on clients surveyed in FY2023



\$105.5 Million

Total Increased/Retained Sales



410

Total Increased/Retained Jobs



\$48 Million

New Client Investments



\$30.8 Million

Cost Savings

CONTACT US



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MAKERSPACE INTERNS HELP BRING DREAMS TO LIFE

ABOUT GIZMO-CDA, INC.. Gizmo-CDA is a 501(c)(3) non-profit community makerspace in Coeur d'Alene, Idaho. Housed on the campus of North Idaho College, Gizmo hosts more than 10,000 square feet of fabrication and manufacturing tools, ranging from a pottery studio and woodshop to 3d printers and vacuum formers. Gizmo's mission is to build creative confidence and curiosity through programs that give all people – “pre-K to gray” – access to tools, technologies, and mentors. They accomplish this work by offering a membership program, artist workshops, tools training, youth camps and classes, student work programs, product development support, community events, and more.

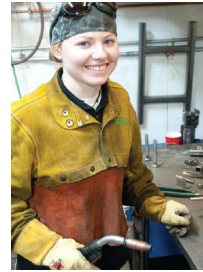
THE CHALLENGE. Gizmo frequently receives inquiries from community members seeking prototyping services – but as a small non-profit, the organization has historically lacked the capacity to meet this need. With limited local options, companies in Coeur d'Alene began soliciting product prototyping from Boise State University's New Product Development (NPD) Lab, seven hours away.

MEP CENTER'S ROLE. Upon learning about these challenges, Gene Hamacher, a client manager for TechHelp, part of the MEP National Network™, and a member of Gizmo's board of directors, approached Gizmo about a partnership with the Boise State NPD Lab. The implementation included franchising Boise State's NPD Lab to Gizmo on the North Idaho College Campus to give them access to prototyping, design, and student resources. The first cohort of student interns in the summer and fall of 2022 helped make critical improvements to Gizmo's infrastructure, including prototyping and manufacturing the terminals that now control access to over a dozen of Gizmo's major machines. When not working on prototyping projects, the interns supported makerspace staff with machine maintenance and repair, shop organization, tools training, and developing projects for classes. This allowed Gizmo to meet a greater demand for classes and other training opportunities and reduced the amount of time machines were down for maintenance.

With dedicated part-time support, staff could invest more time in makerspace projects, such as improving machine documentation and developing new classes. In total, since the inception of the project, TechHelp student interns have worked over 1600 hours at Gizmo, helping Gizmo save over \$20,000 in labor costs and creating a new revenue stream through product development. By investing directly in student apprenticeships, partners like TechHelp play a critical role in expanding staff capacity and increasing both the efficacy and accessibility of Gizmo's programs. TechHelp student interns have also brought value to Gizmo's youth programs, from building guitars with teenagers at summer camp to helping Girl Scouts complete their first woodworking project.

"What I really appreciate about this program is how the skills that the student engineers learn while working on projects for Gizmo can be directly applied to the designs requested by clients and vice versa."

-Erik Satren, Lead Gizmologist



RESULTS



4 student interns



\$24,000 in new investment

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