WV One Stop Business Center

Connecting Businesses to Government at the Speed of Business
What is the WV One Stop Business Center?

The WV One Stop Business Center is a first-of-its-kind in the nation cooperative governmental entity that makes it easier and simpler than ever to start or grow a business in the state of West Virginia.

• Multiple State Agency Partnerships – Charleston Office

  ![West Virginia Secretary of State](image1)
  ![West Virginia State Tax Department](image2)
  ![WV Labor Division](image3)
  ![WorkForce West Virginia](image4)
  ![SBDC West Virginia](image5)

• On-Site Customer Service Call Center Support

• Two satellite office hubs: Martinsburg & Clarksburg

WV One Stop Business Center

It’s never been easier to conduct business in West Virginia!

1615 Washington Street East
Charleston, WV 25311
(304) 558-8000
(866) 767-8683
# WV One Stop Business Center

By the Numbers

<table>
<thead>
<tr>
<th>Year</th>
<th>New Business Filings</th>
<th>Customer Service Calls</th>
<th>Expedite Service (Qty. Filed/$ Total/% of Total)</th>
<th>% Change to Last Yr.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>24 hour $25</td>
<td>2 hour $250</td>
</tr>
<tr>
<td>2017*</td>
<td>3,314</td>
<td>15,392</td>
<td>1,375</td>
<td>37</td>
</tr>
<tr>
<td>(Sept. 18 to Dec. 31)</td>
<td></td>
<td></td>
<td>$34,375</td>
<td>$9,250</td>
</tr>
<tr>
<td>2018</td>
<td>12,696</td>
<td>55,544</td>
<td>5,809</td>
<td>108</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$145,225</td>
<td>$27,000</td>
</tr>
<tr>
<td>2019</td>
<td>12,971</td>
<td>75,492</td>
<td>6,588</td>
<td>84</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$164,700</td>
<td>$21,000</td>
</tr>
</tbody>
</table>

Expedite Service Grand Totals:

<table>
<thead>
<tr>
<th>Qty. Filed</th>
<th>$ Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>14,052</td>
<td>$427,050</td>
</tr>
</tbody>
</table>

*WV One Stop Business Center initial start date September 18, 2017.
How satisfied are you with WV One Stop Business Portal’s ease of use?

Overall, how easy was the business registration process?

More than 78% are “Very Satisfied” or “Extremely Satisfied.”

More than 75% said “Very Easy” or “Extremely Easy.”

How friendly was the Business Hub staff during your customer experience there?

More than 96% said “Very Friendly” or “Extremely Friendly.”

How knowledgeable was the Business Hub staff during your customer experience there?

More than 97% said “Very Knowledgeable” or “Extremely Knowledgeable.”

*698 applicants surveyed.
Our Strategic Approach

WV One Stop Business Center’s strategy and operations focus on a world-class customer experience.

- Easy, Simple Registration
- Move at the Speed of Business
- World-Class Service
- Elongating Our Impact
- Outreach & Partnership

Elongating Our Impact

Our goal to provide a world-class customer experience for those starting or growing a business in West Virginia is central to our effort to elongate our impact with each business beyond providing simple, easier-than-ever registration.

- **WV Secretary of State’s Award-Winning Business Startup Wizard** – Prior to business formation, this web-based application ([apps.wv.gov/sos.bizwiz](http://apps.wv.gov/sos.bizwiz)) provides assistance in making a determination as to business structure formation (Corporation, LLC, Sole Proprietorship, etc.) and the basic government agency registration requirements.

- **WV SBDC Small Business Resource Kiosk** – A user controlled application experience at the WV One Stop Business Center location and hubs that provides information to businesses, seamlessly transitioning business owners to resources available through the Small Business Development Center, whether it be a business idea, a start-up, or an existing business.
Online interactive tool that assists business entrepreneurs with selecting their business structure* when starting a new business (i.e., Sole Proprietorship, LLC, Corporation, etc.)

Provides both in-state and out-of-state business owners with basic planning and government registration information necessary to start doing business via the “final report”

Winner of multiple national awards in 2019

In a recent survey of 220 new business owners who used the Wizard, 81% said the tool was “very” or “extremely” useful.

Developed in partnership with WV Interactive

* Legal Disclaimer: This tool is intended as a guide only and is not offered as professional legal or tax advice. We strongly recommend that you consult with an attorney and/or certified public accountant to determine the best business structure to choose when forming a business.
## New Business Startup Wizard

### By the Numbers

<table>
<thead>
<tr>
<th>User Action</th>
<th># of Occurrences</th>
<th>Avg./Day (270 days)</th>
<th>Total Since Inception* (392 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mar. 30, 2019 to Jun. 28, 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Wizard accessed</td>
<td>5,767</td>
<td>4,753</td>
<td>22,344</td>
</tr>
<tr>
<td>Summary/report page hit</td>
<td>3,745</td>
<td>3,001</td>
<td>14,504</td>
</tr>
<tr>
<td>Report downloaded</td>
<td>1,313</td>
<td>1,018</td>
<td>5,096</td>
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<tr>
<td>Report printed</td>
<td>676</td>
<td>566</td>
<td>2,744</td>
</tr>
<tr>
<td></td>
<td>Aug. 24, 2019 to Nov. 22, 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4,851</td>
<td>3,221</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3,131</td>
<td>1,131</td>
<td></td>
</tr>
<tr>
<td></td>
<td>599</td>
<td>599</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Oct. 29, 2019 to Jan. 27, 2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4,753</td>
<td>3,001</td>
<td></td>
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<td>1,018</td>
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<td>566</td>
<td>599</td>
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</tbody>
</table>

*New Business Startup Wizard initial start date January 2, 2019 (392 days since inception date as of January 30, 2020).*
WV SBDC Small Business Resource Kiosk

• Easy, simple user-controlled experience

1. **Welcome** - User enters his/her contact information to initiate the kiosk experience.

2. **Where Do I Fit?** - User chooses the stage of their business and watches the related brief informational video.

3. **Roadmap** - User then navigates a ‘roadmap to success’ and clicks through FAQs in each section to learn more about each topic.

4. **Confirmation** - User confirms his/her selections made on the previous ‘roadmap’ screen for those topics of interest that he/she would like to receive more information.

5. **Thank You** - User’s kiosk experience information is submitted to the SBDC Business Navigator for quick follow up with a tailored response providing a seamless user experience.
In Summary

- **Continual Improvement** – Innovation, partnerships, removing friction
- **Easy, Simplified Registration** – Simple forms, all in one stop, foster agency cooperation
- **At the Speed of Business** – Expedited service, online portal, responsiveness to feedback
- **World-Class Service** – Experienced staff/training, exemplary courtesy, call center support
- **Elongating Our Impact** – Resource/information hub, SBDC partnership, New Business Start-up Wizard
- **Outreach** – Marketing of OSBC to grow customers, communication with business community, community & technical colleges/incubators/higher education
- **Fiscal Benefits** – No added taxpayer appropriated “fee for service” result of expedited service offering (requiring legislative action)
Moving at the Speed of Business.

The best is yet to come!