WV One Stop Business Center and the WV Small Business Development Center

Partnership to Provide Seamless Experience for New Businesses
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](#)
- [West Virginia State Tax Department](#)

- [Division of Labor](#)
- [WorkForce West Virginia](#)

[SBDC West Virginia](#)

Coming Soon!

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

• On-Site Customer Service Call Center Support
• Two satellite offices: Martinsburg & Clarksburg
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.

- **Award-Winning Business Start Up Wizard** – prior to business formation, this web-based application ([https://apps.wv.gov/sos/bizwiz](https://apps.wv.gov/sos/bizwiz)) is a tool providing assistance in making a determination as to business structure formation; and now...

- **Small Business Resource Kiosk** – a user controlled application experience at the WV One Stop Business Center locations that provides information to businesses post-registration and seamlessly transitions business owners to resources available through the Small Business Development Center, whether it be a business idea, a start-up, or existing business.
The user chooses the stage of their business.

The user then navigates a ‘roadmap to success’ and clicks through FAQs in each section.

The user chooses next step, whether it be ‘meet with a business coach’ or ‘attend a workshop.’

The user has the option to chat live with an SBDC Business Navigator.

The user leaves contact information that is transmitted along with the business stage and preferred next steps.

The SBDC follows up quickly with a tailored response providing a seamless user experience.
In Summary

• All operations focus on creating and delivering a world-class customer experience

• Eclipses amount of time it takes to register a business from weeks to as little as one hour:
  ➢ Function of all in “one stop” location
  ➢ Expedited service offerings

• Growth driven by partnerships that elongate our impact, creating a seamless experience for business owners interacting with their government
Thank You

Presented by: Office of West Virginia Secretary of State
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The best is yet to come!