

## STRATEGIC GOAL ONE

### Improve the economic environment for small businesses

This Strategic Goal is intended to ensure that all enterprising Americans have the maximum opportunity to succeed. In FY 2005, the SBA improved the economic environment for small businesses by:

- Reducing excessive Federal regulatory burden;
- Protecting them from excessive Federal regulatory enforcement;
- Providing automated tools and information on how to comply with laws and regulations;
- Working to promote the interests of small business in the international marketplace; and
- Playing a key role in ensuring full and open competition for government contracts.

As an advocate, the SBA improved the economic environment in which small businesses compete.

The SBA fulfills these functions through the offices of Advocacy, the National Ombudsman, Government Contracting and Business Development, and the Office of International Trade within Capital Access.



### SBA HELPS EAGLES LANDING TAKE OFF

Elisa Comer founded Eagles Landing Transcription Services with less than \$20,000 in capital. A certified medical language and transcription specialist, Comer saw the need for qualified medical transcription personnel and launched ELTS to provide this specialized training and then offer services to physicians. The company became a tenant in the East Tennessee State University Innovation Laboratory, a med-tech business incubator.

In two years, the company had 32 transcription employees supporting more 50 physicians. After this rapid growth, ELTS then faced a write off on a physicians' group account of over \$120,000. She turned around the loss in less than 10 months by bringing in new accounts, new technical personnel and management talent, and later obtaining an **SBA 7 (a) loan**.

Comer is an advocate for home-based business. Most of her work force work from home providing highly standardized, quality medical transcription services to ELTS. Comer says, "Eagle's Landing has continued to grow, offering moms all across the U.S. the option of working from home, and there is a waiting list of new clients."