

OVER

100

REASONS
TO DO
BUSINESS
WITH



InnoTek
computer consulting, inc.





Why Choose Us



Fred Reck began his IT career working for IBM in their systems integration and training division. In 1999, he founded InnoTek to serve local businesses in the Bloomsburg area and help usher them into the 21st century. Since then, he has advised more than 300 businesses in NE Pennsylvania on thousands of technology issues, working with clients to implement technology improvements that lead to tangible results -- increased efficiency, security, and profitability.

Fred also believes in the power of teamwork - which has been a critical factor in InnoTek's success over the last 20+ years. Fred knows that no one knows everything, so he works with peer groups of thousands of IT companies and MSPs worldwide to ensure InnoTek is staying ahead of the curve in adopting new technologies and preparing for new threats to clients' security. When you work with Fred and the rest of the InnoTek team, you can have confidence knowing you have the advice of the top minds in the industry just a phone call away.

The team at InnoTek isn't surprised by the company's rapid growth; in fact, they're constantly looking for new ways to improve and new areas to expand into. Having started in small-town Bloomsburg, InnoTek now has customers not only around Northeast and Central Pennsylvania but in New Jersey, New York, Maryland, and even in Canada and Costa Rica!

Fred Reck
CEO



Community Involvement

Connecting is What We Do Best

Fred and the rest of the InnoTek team believe in giving back to the community. As part of our ongoing partnership with Bloomsburg Theatre Ensemble (BTE), we regularly donate services and funds to support the arts and the many great things BTE does for the community – like TreeFest! We volunteer our time to clean up and help out at various events in our own individual communities, such as the Hazleton Clean Up Day, and CleanScapes River Cleanup in Lock Haven. We donate to and work with local and national foster care and orphanages such as United Charities and Raintree Family Services to support their endeavors and ensure that underprivileged children in our communities are cared for. We're always looking forward to expanding our efforts to give back in more ways throughout 2023 and beyond.



Credentials, Awards & Certifications

All Engineers complete a 45-day training and orientation on InnoTek systems and Product Lines.

All employees are subject to a criminal background check and fingerprinting through Pennsylvania State Police as a condition of employment. All engineers have completed a Level 4 CLEAN Security Awareness Training through PA State Police and signed an FBI Criminal Justice Information Services Security Addendum.

All employees sign a nondisclosure agreement in which they promise to protect the confidentiality of our business and Clients during their employment at InnoTek Computer Consulting.

• Award-Winning •

SERVICE TECHNOLOGY TEAMS

Columbia & Montour County Small Business of the Year
- 2014

2023 2022 2018
International MSP501 - #279 #207 #442
(Awarded to top 501 MSPs globally)

PA Business Central NEPA Top 100 Organizations -
Feb 2019

Best of Hazleton - Best MSP 2021, 2022, & 2023

Inc. 5000 - Fastest Growing Companies in America -
2023

*InnoTek is proud to have more positive business
testimonials
than any other MSP in Pennsylvania!*

InnoTek's leadership Team has:

- Decades of IT experience
- Multiple BS and MBAs in Technology, Cybersecurity, and Digital Forensics
- Certifications include CISSP, GSLC, Security +, PA State Police CLEAN, SAT Certification, CJIS Level 4, **and more!**

InnoTek's leadership Team works with other IT Firms, MSPs, and National Mastermind groups - often in a leadership role.

- Collaborate
- Share best practices
- Stay on cutting-edge technologies and national standards.

Our expert staff are members of distinguished professional groups, including internationally recognized organizations, such as:

- ISSA
- ISACA
- PMI
- and the FBI InfraGard.

We Take Care of Your IT



"Helpful and Courteous"

"Curtis was extremely helpful and courteous!
Fast resolution that squashed my panic mode!!
LOL"

Karla Clark
Clark's Feed Mills, Inc.

"Thank you! Got me up and
running quickly!"

Patty Donohue
TerraAscend USA Corporate



"Patient and Kind"

"Everyone at InnoTek is kind and helpful. I personally appreciate how they help (even if it's something simple) and don't make me feel ridiculous for not knowing how to fix it myself. I truly appreciate each one who has helped me in person and over the phone."

Kim Erwine
Hamilton Dental Care, LLC



"I had called after hours and he
took care of the problem right
away ."

Suzette Bingaman
FishingCreek Transportation



So You Can Take Care of Your Business



Aaron Vatter
Edwin H. Kleckner, Inc

"Reliable"

"Dan and the InnoTek team saved the day AGAIN. I can always count on them to fix my IT issues."

"You guys are awesome - thanks for the help!"



Mandy Hosler
Benell, Inc.

Zimmer Insurance
Agency, Inc.

"Mike Farver did a great job of resolving my issue!"

Karla Welsh
Zimmer Insurance Agency

"Excellent as usual"

Frederick Bennett
FishingCreek Transportation





WHEN ASKED ...

What's been the single biggest benefit to you and your company since having us take over your IT?

"The ability to reach help in an instant, with a variety of issues."

(Steve Hall, Performance Biomedical)

"Problems, no matter how complex are solved quickly and easily by this team. I think of them as **IT Superheroes.**"

(Ali Mckittrick, City of Hazleton)

"**Productivity has increased** because the employees who do not have IT experience can now concentrate more on their regular tasks and not be bogged down in work they would need to get training in or learn on their own."

(Willis Peachey, Mountainside Wood Products)

"The **outstanding response/resolutions** to specific issues with Detectives' computers."

(Angelo Gadola, Hazleton Police Department)

We Take Care of Your IT



**“The help was much appreciated.
Thank you.”**

*Howard Gledhill
Crispin Valve*

**“Provided courteous and professional
service.”**

Charles Pedri

City of Hazelton - Administration



“Super Helpful”

**“Thank you, Nicole, for your willingness to help
and walk me through "the things" that I can't
figure out and/or afraid to "click" on. I appreciate
you, so much!”**

Kim Erwine

Hamilton Dental Care, LLC



**“Always the best service! Thank you,
Lucas!”**

Chris Pavlick

City of Hazelton - Administration



So You Can Take Care of Your Business



"The entire process was exceptional! Every tech was very polite and friendly!!"

*Stephanie Hoffmaster
City of Hazelton - Administration*

"Personable and Great to Work With"

"Lucas is very personable & great to work with!"



*Holly McWilliams
Leighow Oil*



"Consistently Amazing"

"I would like one of the magic wands you use to fix things, please! Amazing service every single time!!"

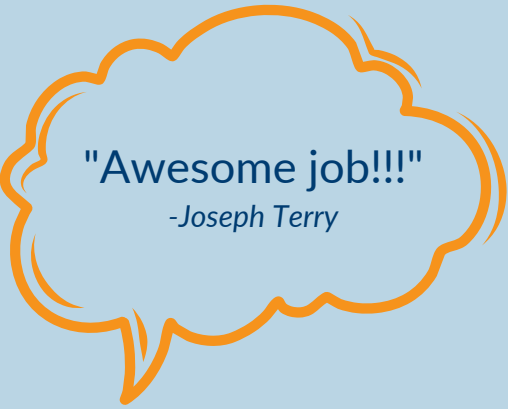
*Ali McKittrick
City of Hazelton - Administration*

"Great Response Time"

"Was able to get our computer up and running in no time! Great response and work!"

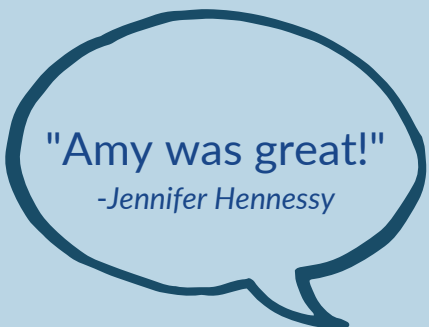
*Nadine Sist
City of Hazelton - Administration*





"Awesome job!!!"

-Joseph Terry



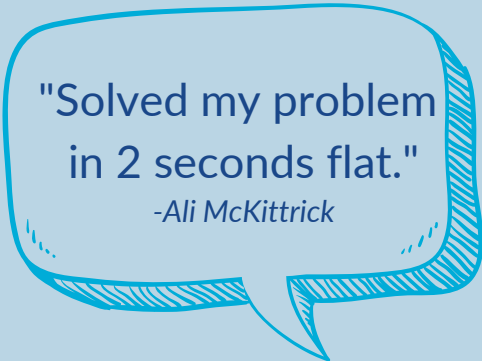
"Amy was great!"

-Jennifer Hennessy



"Quick and courteous!"

-Catherine Bram Usera



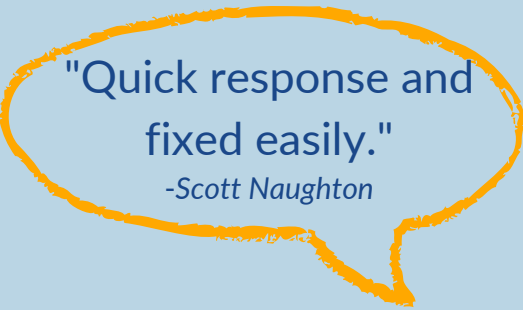
"Solved my problem
in 2 seconds flat."

-Ali McKittrick



"Excellent help,
prompt and
professional!"

-Dave Zeitler



"Quick response and
fixed easily."

-Scott Naughton

We Take Care of Your IT



"Helpful and Courteous"

"Nicole was extremely polite and helpful. My issue was definitely user error but was resolved within seconds. My appreciation to Nicole and everyone at Innotek."

*Angelo Gadola
City of Hazelton- Police Department*

"Expert Service"

"Joshua was excellent! He was able to understand my issue and resolved it quickly! It is such a relief that he was able to help me."



*Patti Pahira
Klebon Insurance Group*

PATRICK O'CONNELL

"Curtis and Josh did a great job with this problem. I appreciate InnoTek very much."

*Pat O'Connell
Pat O'Connell Law Firm*

"Dan has a great personality and is always so helpful when he is here."



*Nyky Crabb
Community Strategies Group*

So You Can Take Care of Your Business



"Dan made it look easy and was quick to fix my problem!!"

Kelly Bowman

Tom Bowman Trucking Company

"Expert Service"

"Dan is always great. He is very considerate and aims to provide reasonable solutions for every problem. Similar to Stanley he deserves a box of donuts."



Matt Hess

Community Strategies Group



"Great Assistance"

"Thank you so much for your assistance and getting the new phone up and running so I can work! Great assistance and help!"

Nadine Sist

City of Hazleton - Administration

"Dan fixed an issue that was on going for 9 months! Thank you Dan!! :)"



*Terri Arnona
Crispin Valve*



WHEN ASKED ...

What do you feel we do better than other IT firms you may have worked with in the past?

"InnoTek stays very engaged, even after the issue has been resolved."

(Steve Hall, Performance Biomedical)

" **Everything.** You make it easy to keep the office running smoothly and efficiently."

(Ali Mckittrick, City of Hazleton)

"Fast response is key!!! You all do so well at this!!"

(Willis Peachey, Mountainside Wood Products)

"You provide a **personal** and **reliable** approach that each representative presents when contacted."

(Angelo Gadola, Hazleton Police Department)

“We are so happy with the VoIP telephone system that InnoTek Computer Consulting installed. The ability to have multiple extensions makes things so much easier around our office. The best thing about our VoIP system is the flexibility it provides our employees with. Our new phone system has provided us with so many great features, all at a lower price than our previous system! Not only is it extremely easy to use but it also helps to make our day much more convenient!

Thank you InnoTek!”

-Deb Gallagher

Bloomsburg Theatre Ensemble

We Take Care of Your IT



"Problem was resolved within minutes."

Angel Cestero

City of Hazelton - Police Department

"Couldn't ask for anything more!"



James O'Meara

Penn Lee Footwear



'Professional and fixed the issue immediately. Thank you!!'

Stephanie Hoffmaster

City of Hazelton - Administration

"Available and Approachable"

**"Lucas is always very up beat & easy to talk with
-always willing to answer any questions I may
have - with a hectic schedule I very much
appreciate that! Thank you Lucas!"**



Holly McWilliams

Leighow Oil

So You Can Take Care of Your Business



"Exceptionally courteous, professional, personable, prompt and skilled ."

*David Rodick
City of Hazelton- Police Department*

"Mike was Awesome!!! Thank you!"

*Doreen Cannon
Whitewater Challengers*



"Always the best service!"

*Brad Mullen
Client First RCM*

"Knowledgeable Team"

"As always Lucas very knowledgeable and lets me know what is going on - always willing to help - very appreciative of him and his work ethic!"

*Holly McWilliams
Leighow Oil*



"Always have great experiences with the team at InnoTek."

-Aaron Vatter

"Dan is the man! Thank you as always!"

-Holly McWilliams

"Fixed the issue in a timely manner. Very much appreciated that."

-Mandy Hosler

"Prompt service. Addressed the issue exactly as requested."

-James Falletta

"Quick and friendly fix!
Thank you!"

-Shawna Roleski

We Take Care of Your IT



“Quick and Helpful Responses”

“Lucas is incredibly knowledgeable and so helpful when there are issues that he is trying to resolve for our organization. His quick response time, and wit are much appreciated. He really is a Winner.”

Nyky Crabb

Community Strategies Group

“Thanks for being so quick with a fix!”

Ryan Bond

David P Snyder and Associates

David P. Snyder &
Associates, Inc.



“Always professional and patient”

David Rodick

City of Hazleton - Police Department

“Patient and Informative”

“Dan thank you for not just helping to resolve the issue but also explaining it! always appreciate the information!”

Holly McWilliams
Leighow Oil



So You Can Take Care of Your Business



"Always helpful and professional. Timely responses too."

*David Rodick
City of Hazelton - Police Department*

"FANTASTIC!!! Thanks"



**Mountainside
WOOD PRODUCTS**

*Willis Peachey
Mountainside Wood Products*



"Personable and Knowledgeable"

"I always enjoy speaking with the guys at Innotek! I feel like they are good friends and we vibe well :) PLUS They are so good at fixing my issues!"

*Natasha Coleman
Tri-Valley Free Public Library*

"Thanks so much Nicole! I thought I had lost it all."

*Clifford Nester
Mount Carmel Cogen*





WHEN ASKED ...

If someone was on the fence about choosing us as their IT firm, what would you say to them?

"InnoTek is great! There's never a problem. They're very easy to reach and helpful."

(Steve Hall, Performance Biomedical)

"I never knew IT issues could be (or at least SEEM) easy.

This team not only solves problems in record time, but they are always kind and courteous while they do it.

Working with them has been the only time in my life that I sincerely don't dread IT calls. They take the burden off of me and put it in their own capable hands."

(Ali Mckittrick, City of Hazleton)

"Innotek has been a time saver and a **'godsend'** in my opinion."

(Willis Peachey, Mountainside Wood Products)

"There are many options but **only InnoTek** provides the worthwhile service and support needed for any agency or business."

(Angelo Gadola, Hazleton Police Department)

“Just wanted to thank you for all you have done for the Bloomsburg Fair since your company took over our IT management. Your proactive approach to seeing that things are done correctly and with “The total picture in mind” has made a tremendous difference.

The prompt response to our calls along with the professional mannerism and knowledge of your staff has provided us with service that far exceeds my expectations. To say that you go beyond the norm is an understatement. With the recent flooding of the fairground and the loss of many of our computers, your forethought of having proper backup in place has proven invaluable.

Not only did you get us up and running again, you provided office space at your company for us so that we could keep up with essential things. Please feel free to use me as a reference for your business. I have already recommended your service to others.”

-Carey Howell

Grandstand Bloomsburg Fair

We Take Care of Your IT



“Nicole is always willing to answer my questions. Greatly appreciate her help.”

*Kelli Pupo
Hamilton Dental Care, LLC*

“Always such a pleasant experience. So great working with all the InnoTek Team!”

*Sheryl Disabella
United Way of Greater Hazelton*



“Innotek was very helpful! fast and fixed my problem.”

*Emily Bopp
Hamilton Dental Care, LLC*

“Easy to Understand”

“Thanks for your assistance. It was easy to understand what you needed from me, and was a pleasure to have someone listen to and resolve the problem with little difficulty.”

*Jean Crane
Bloomsburg Public Library*



So You Can Take Care of Your Business



**"Very fast.. exactly what we needed.
Thank You!"**

*Tom Kowalchick
Milco Industries, Inc.*

**"Awesome customer service !
Thank you Lucas !"**



*Jennifer Cicola
Leighow Oil*



"WE LOVE INNOTEK--VERY FAST!!!"

*Beth Ebling
Client First RCM*

**"Josh took the time to research and
resolve my issue. He is a sweetheart!"**



*William Leister
Brookside Acres Investments, LLC*

"Prompt attention and follow-through to check on status."

-Shawna Renninger

"Solved my problem politely and quickly."

-Scott Bailey

"Thank you for your great service!"

-Paul Knox

"Super fast and awesomeeee!!"

-Cesar Franco

"Worked with the utmost care until they got my issue resolved."

-Ali McKittrick

"Excellent service and solutions!"

-Dave Zeitler

We Take Care of Your IT



"You are ALWAYS wonderful to work with!!!"

*Terri Mongiello
Whitewater Challengers*

"Always a pleasure to receive the great service"



*Linda Wylie-Johnson
Community Strategies Group*

"Outstanding Work"



"LUCAS is one of my favorite people...always pleasant and such a unique and great personality. Keep up the outstanding work!!"

*Jamie Messer
Client First RCM*

"Joshua fixed my issue super-fast."



*Kelli Pupo
Hamilton Dental Care, LLC*

So You Can Take Care of Your Business



"Helpful and Courteous"

"I called in and left a message and he called me back in about 10 minutes. He worked quickly and had me back on my internet in no time. He was very nice to work with."

*Suzette Bingaman
FishingCreek Transportation*

"Gave me directly what I needed in an email that allowed me to resolve the issue."

*Mary Richart
Wheeland Lumber*



"Lucas is a 5 star Problem solver!!!"

*Beth Ebling
Client First RCM*

"Problem Fixed Within Seconds"

"Mike is a miracle worker, problem was fixed within seconds of getting on the phone."

*James Connors
Reliable Transportation*



"At first, I was hesitant to outsource our IT support because we traditionally kept this in house. However, our IT guy left us quite a IT mess and we needed to unravel one system at a time. I was not looking forward to that project, which is why we hired InnoTek. Having the team at InnoTek working together actually ended up saving us some money and gave me confidence as a business owner that things were getting done correctly with no short cuts. I have found that sometimes the longest distance between two points when it comes to IT is a short cut. The Premium Managed Services program that we are on is ideal for keeping us compliant. I can speak from experience that it's far better to prevent IT problems from happening rather than incur the cost of cleaning up the mess after it's happened. Although we stay on top of our backups and security, it gives us great peace of mind to know they're watching for problems we can't see."

**-DWAYNE HEISLER,
REMIT CORPORATION**

We Take Care of Your IT



“EXCELLENT service, per usual!”

*Chris Pavlick
City of Hazelton - Administration*

“All went smoothly and the matter was quickly resolved! Thanks!”



*Terry Matrey-Seyler
CKCOG - Central Keystone Council of Governments*



“Josh was great, very prompt, responsive, high quality fix.”

*Brad Cantor
RAD Wood Products*

“Prompt Resolution”

“Nicole was extremely helpful. Thank you for the prompt resolution”

*Eric Ward
Edwin H. Kleckner, Inc*



So You Can Take Care of Your Business



“Returned my call quickly and resolved the issue in 2 minutes! Thank you.”

Michelle Ballou
Crispin Valve



“Fast response and resolution!!!”

Michelle Ballou
Crispin Valve



“Literally the BEST IT Department Ever!”

Beth Ebling
Client First RCM

**“Very courteous and professional.
Solved the problem quickly.”**



Mary Sheatler
Community Strategies Group

"Quick,
professional, made
sure everything
worked. Cleaned up
perfectly."

-Catherine Bram Usera

"Successfully
dealt with my
SonicWall issue
quickly."

-Anthie Christos

"Easy and
helpful.
Thank you!"

-Rowland Echekwu

"Excellent top-of-
the-line service
every time!"

-Ali McKittrick

"Super fast resolution
of my issue (updates to
a document not
saving)!"

-Catherine Gonzalez

"Great service
on replacing my
docking station!"

-Robert Hoegg

We Take Care of Your IT



Mountainside
WOOD PRODUCTS

“Excellent !! Good Job Nicole!!”

Willis Peachey

Mountainside Wood Products

“Josh was able to fix my faxing situation quickly and efficiently.”



Beth Burke

Community Strategies Group



“Great job. Very knowledgeable always a pleasure to talk to.”

John Simkovich

City of Hazelton - Police Department

“Thank you for the quick response time!”



Christine Floyd

Hazelton Public Transit

So You Can Take Care of Your Business



“Fantastic as usual!”

*Robert Hoegg
City of Hazelton - Administration*

“Great help! Thank you!”

*Sandy Darlington
Derr Insurance Group*



“InnoTek Saved Me”

“Nicole was great! She did everything right. She got me up and running in no time and back to work and saved me.”

*Suzette Bingaman
FishingCreek Transportation*

“Could not be happier with the work that Curt did!”

*Ali McKittrick
City of Hazelton - Administration*



The background of the entire page is a close-up, artistic photograph of a welder's mask. The mask is dark and metallic, with various adjustment knobs and straps visible. Bright, golden-yellow sparks are flying from the bottom and right sides of the mask, creating a dynamic and industrial feel. The lighting is warm, highlighting the texture of the metal and the intensity of the sparks.

"I am the IT Manager at Milco Industries, Inc., located in Bloomsburg PA. We have been using InnoTek for about 1½ years. In today's world, just one person can't do everything. The world of computing and technology is becoming more and more complicated, and I can't be an expert in routers, servers, email, VOIP, the cloud, and so on. I use InnoTek to fill-in the gaps. I handle all of the day-to- day issues, and InnoTek backs me up with their knowledge of the other things. Since starting with InnoTek, we have put in an Exchange Server then added a Domain Server, Application Server, and Backup Server. We have put VPN's in place between Bloomsburg and our New Jersey office, our NYC office, and our plant at an international remote location. Our plant has two internet connections with automatic fail over. We have put a VOIP system, setup by InnoTek, in our New Jersey location and will soon put a new VOIP system in our main location in Bloomsburg.

Whenever I have issues or just questions, InnoTek is there to help me out. Everyone at InnoTek is very personable and easy to deal with. I highly recommend InnoTek Computer Consulting to any company who is in need of IT management, or who simply needs additional expertise to fill in the gaps with an existing IT Department."

**-David Mosteller,
Milco Industries, Inc.**

We Take Care of Your IT



**"Excellent, prompt service as always!
Thank you, Curtis!"**

*Chris Pavlick
City of Hazelton - Administration*

**"Curtis always answers
questions and is quick to
respond to us!"**

*Nadine Sist
City of Hazelton - Administration*



**"Lucas was awesome as always - even
when the problem is a PICNIC!"**

*Rebecca Kilps
CKCOG - Central Keystone Council of Governments*

**"Always great customer service. HPT loves
Curtis!"**

*Christine Floyd
Hazelton Public Transit*



So You Can Take Care of Your Business



“Joshua assisted immediately and resolved my issue.”

*Angelo Gadola
City of Hazleton - Police Department*

“Did an awesome job!!”



*Michael Digiandomenico
C and D Waterproofing Corp.*



“Helped in saving an complex excel document. Excellent service”

*Charles Pedri
City of Hazleton - Administration*

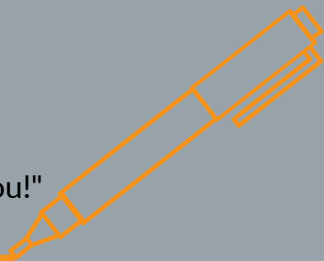
“Fixed the request quickly and accurately”

*Joseph Pollakusky
City of Hazleton - Administration*



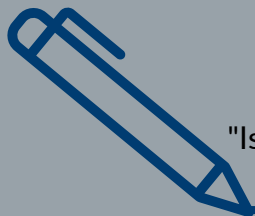
"The team was responsive and thorough! Thank you!"

-Lynn Gefen



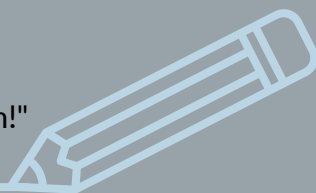
"Issue was resolved the same day and in very few steps."

-Scott Naughton



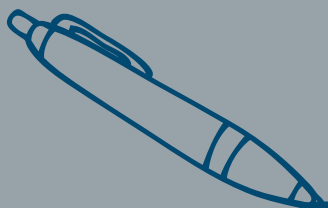
"Great response time, good service. Solved Problem!"

-Willis Peachey



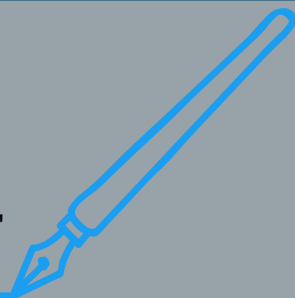
"Issue fixed quickly with explanation!"

-Ryan Bond



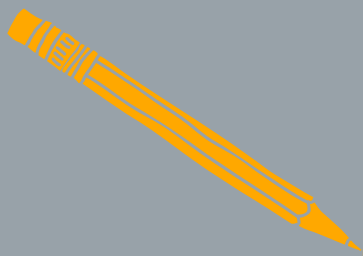
"Easy to talk to and great walk through instructions."

-Andrew Rivera



"Shannon just saved me hours of work."

-Rich Kisner



We Take Care of Your IT



"Expert Knowledge"

"Dan always does a great job! We are grateful for his knowledge and expertise."

*Sandy Darlington
Derr Insurance Group*

"Timely and Attentive"

"Lucas was already on site for another matter and jumped on this right away. We appreciate his timeliness and willingness!"

*Nevin Glick
KSM Log Homes*



"Joshua was extremely helpful!"

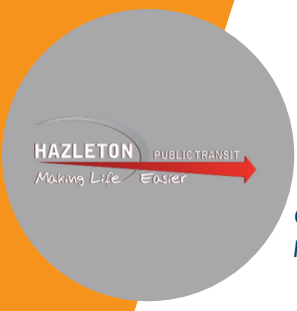
*Christine Galuska
City of Hazleton - Administration*

"You all are tremendous in all facets.
Thank you as always."

*David Rodick
City of Hazleton - Police Department*



So You Can Take Care of Your Business



HAZLETON PUBLIC TRANSIT
Making Life Easier

“Thank you for the quick response time!”

*Christine Floyd
Hazleton Public Transit*

“Always great to speak with. Very professional team that gets answers for us when needed.”

*John Simkovich
City of Hazelton - Police Department*



“Helpful and Professional”

“Was very helpful and professional in setting up office and revise equipment after damage from roof leak. Would highly recommend.”

*Charles Pedri
City of Hazelton - Administration*



“Requests are always completed in a timely manner.”

*Jeff Roberts
City of Hazelton - Administration*



“Fred and his team are proactive when it comes to computer technology and preventative maintenance. This is something that I have limited knowledge about and count on InnoTek to protect our data. InnoTek keeps up with our virus software, backups and other computer maintenance issues. I call them and they respond quickly. That’s money to me since my business is a fee for service business. If my computers are down, I’m not billing.

By outsourcing all computer maintenance to InnoTek, it frees me up to provide services to our clients and allows me additional time to expand our business. It is such a pleasure to find someone that does what they say they can do. We are so happy with InnoTek’s service, we have been referring our clients to them also.”

**-Cathy A. Wetzel,
Prime Business Advantage**



Still Not Convinced?

Over **1000 more** positive reviews can be found on
our website @ consultinnotek.com



TALK TO US

Sales: 570-316-0385
Support: 570-245-0033

sales@innotekcc.com



Bloomsburg | Hazleton | Bethlehem | *Beyond...*