

Helping Businesses Do Better Business

Innovate E-Commerce delivers compliant, trustworthy, time-tested B2B supply chain managed services.

The year was 1997. The internet was steadily entering the American workplace, and business transactions were unfolding at an unprecedented pace. It was an exciting new frontier.

But Karen Puchalsky noticed a problem.

With the introduction of the internet, companies had already invested a lot of money in Electronic Data Interchange (EDI) and were challenged to determine if or how they were going to utilize the exciting new internet frontier. At the same time, consulting and software firms were trying to sell companies their products and services.

Puchalsky knew that what companies really needed first were solutions, and she launched Innovate E-Commerce to strategize and help deliver the solutions necessary to meet the customer's needs.

Innovate E-Commerce quickly evolved into a managed services company, providing state-of-the-art solutions that helped companies reduce costs while supporting the complexity of doing business electronically.

"Today we manage all the IT processes that allow manufacturing companies to support their supply chain and all the electronic documents that go with it. We call ourselves IT international translators, but instead of translating English to French or French to German, we're translating to and from applications like Oracle, SAP, and Microsoft," says Puchalsky.

Innovate E-Commerce clients range from three-person companies to suppliers with \$1 billion in sales. Many have international sites, which means Innovate E-Commerce keeps on top of not just U.S. standards and regulations but those of multiple other countries as well.

Service First

The trustworthy exchange of electronic business data is a weighty responsibility, one



that Puchalsky doesn't take lightly. "We have integrity even when no one is watching. We always do what is right, and if we make a mistake—because we're human—we admit to it and do everything we can to prevent it from happening again," she says.

The result is a grateful and loyal clientele—some of whom have been with Innovate E-Commerce for more than 20 years. Employees, too, find pride in working for a company that prizes high-level ethics and staff autonomy. It was voted a Best Place to Work in 2017.

"We have awesome people who always put the customer first. All employees have the option of working from home, and the majority do. I trust them entirely because they know what needs to be done, and they do it. And they know that I always stand behind them," says Puchalsky. "We also have an incredible management team that wears multiple hats every day."

Always Innovating

The business landscape is continuously evolving, and data security is becoming more and more of an issue. Innovate

E-Commerce began offering secure file-transfer services, assisting clients in sending and receiving encrypted information—such as payroll files—to their banks securely.

The company's latest product, InVaultive, is a cloud-based file-sharing system that allows clients' employees to securely share sensitive information both internally and externally.

"Our job is to do everything we can to make it easier for our customers to do business with their customers, so we're committed to continually expanding our products and services to meet their needs," says Puchalsky.

INNOVATE
E-COMMERCE INC.

1000 Brooktree Road, Suite 110
Wexford, PA 15090
412-681-7090
innovateec.com