

CASE STUDY

A Trusted IT Partnership Simplifies Daily Operations

Technology support helps a non-profit serve communities without disruption.

CLIENT: VillaNOVA Insurance Partners



INDUSTRY: Insurance

LOCATION: Strafford, Pennsylvania

SERVICES: Personal insurance, business insurance, risk management solutions

Executive Summary

VillaNOVA Insurance Partners needed an IT partner they could rely on for daily operations, issue resolution, and ongoing support. As a growing insurance firm, the team required dependable technology and fast follow-up when problems surfaced. PCS filled that role by providing skilled IT support, consistent communication, and rapid responses.

Challenges

- Required a highly skilled IT partner for daily operations
- Needed a consistent follow-up when issues occurred
- Wanted fast assistance during unexpected technology problems
- Sought a vendor they could fully trust and rely on

PCS' Approach

PCS focused on availability, responsiveness, and consistent support across Goodwill's entire footprint.

Key Actions

- Served as Goodwill's outsourced IT department
- Provided fast responses when systems went down
- Supported point of sale operations across multiple locations
- Delivered consistent IT support aligned with daily mission needs

Solutions

- Reliable IT support from a trusted partner
- Fast response to technology issues affecting staff
- Ongoing support that reduced operational stress for leadership

THE RESULT

By partnering with us, VillaNOVA Insurance Partners has:

- Greater confidence in daily technology operations
- Faster resolution of IT issues for staff
- A trusted vendor relationship that supports long-term business needs

"To say PCS is one of our most trusted vendors and partners is an understatement. As a business owner, having a highly-skilled IT resource is paramount. I can't tell you in words the confidence I have in this company to complete tasks, follow up on problems, and, in general, make my life easier during the course of daily operations. Moreover, if a problem arises or a team member needs help solving the challenges of a tech hang-up, I can rest easy knowing that PCS will jump right on the issue."

— VillaNOVA Insurance Partners

Need an IT partner you can trust to respond quickly and follow through?

PCS supports businesses that rely on dependable technology and real accountability.

