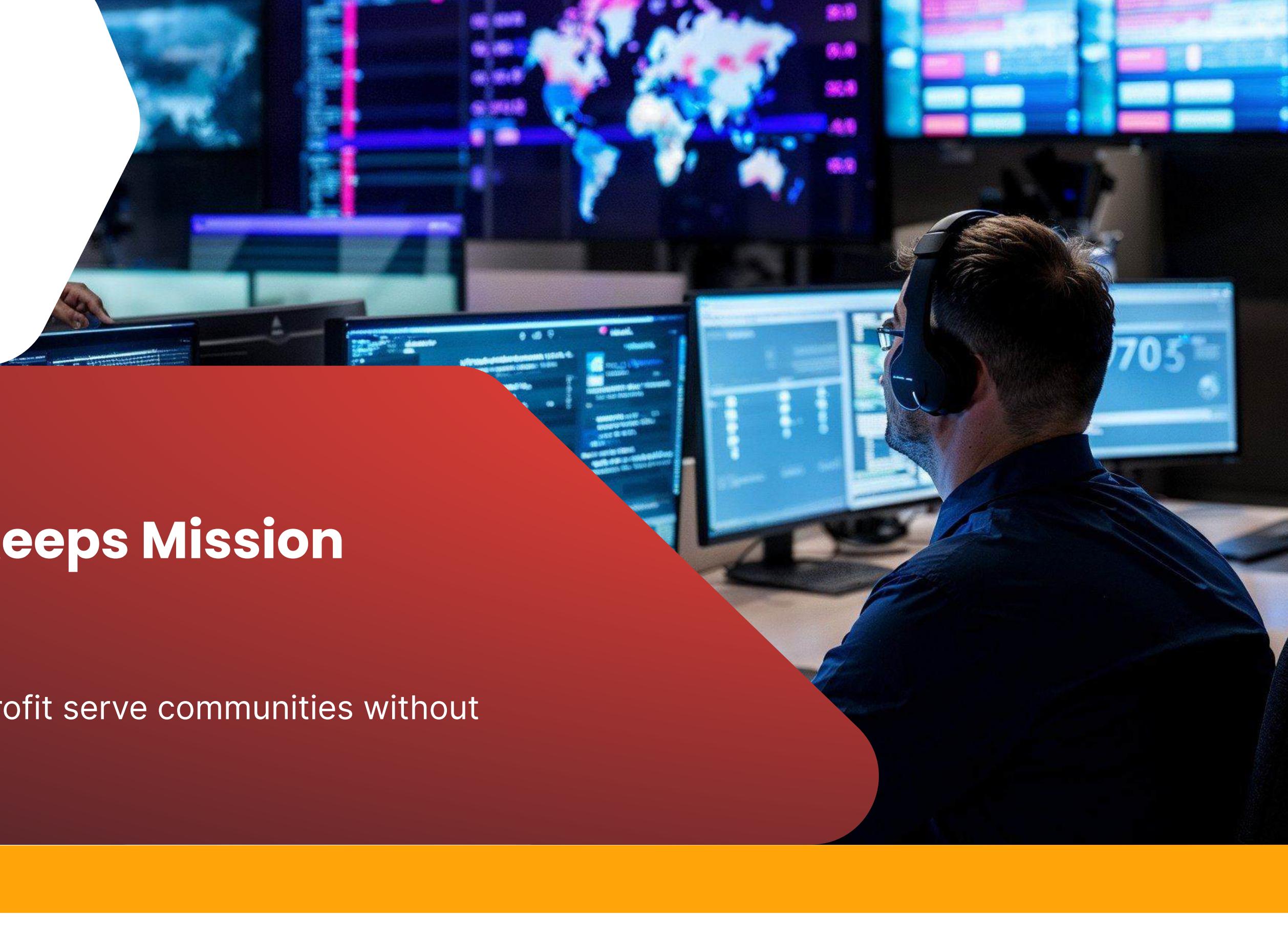# PCS

Reliable IT Support Keeps Mission Services Running

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

CLIENT: Goodwill Industries of Southern New Jersey

INDUSTRY: Non-Profit

LOCATION: Maple Shade, New Jersey

SERVICES: Retail thrift stores, job training, workforce development, community services

Executive Summary

Goodwill Industries of Southern New Jersey relies on technology to support retail operations, workforce programs, and daily mission delivery. With a large geographic footprint and a complex point of sale environment, the organization needed fast, dependable IT support when systems went down. PCS filled that role by acting as Goodwill's outsourced IT department and providing responsive support.

Challenges

- Operated a sophisticated point of sale system across many locations
- Supported stores and facilities spanning multiple counties
- Needed an immediate response when systems failed
- Required IT support that aligned with a mission-driven organization

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 for a large and distributed environment
- Rapid assistance when operational systems experienced issues
- Ongoing partnership that supports retail and mission services

THE RESULT

By partnering with us, Goodwill Industries has:

- Reduced disruption across retail locations
- Faster response when technology issues occur
- Strong IT support that helps Goodwill fulfill its mission every day

"The partnership with PCS is one that they are truly a partner and part of the Goodwill family. Over the last 30 years of me working in the world of accounting, I've worked with a lot of technology companies. I have found that PCS is top notch in their management. The way they deal with problems and how they work together as a vendor and actually as a partner, they believe in our mission as much as we do."

— Stephen Castro, CFO

Looking for IT support that responds when every minute matters?

PCS helps mission-driven organizations keep systems running and services moving.

PCS

📞 **(888) 491-3065**

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