PC LAN SERVICES®
Reliable.Responsive.Affordable.™

CASE STUDY

Greater Milwaukee Urban League | A Technology Partnership Built for Stability and Growth

The Greater Milwaukee Urban League needed an IT partner that could support their mission-driven work with professionalism, transparency, and proactive guidance. PC LAN Services delivered hands-on support, clear communication, and a smooth onboarding process, helping the organization operate more efficiently with minimal disruption.

CLIENT: Greater Milwaukee Urban League

GREATER MILWAUKEE URBAN LEAGUE

INDUSTRY: Nonprofit community & workforce development

LOCATION: Milwaukee, Wisconsin, USA

SERVICES: Education, employment support, economic empowerment, advocacy, and community development programs

ABOUT THE GREATER MILWAUKEE URBAN LEAGUE

Founded in 1919, the Greater Milwaukee Urban League is a nonprofit organization and an affiliate of the National Urban League, one of the nation's oldest community-based movements dedicated to advancing civil rights and economic equality. The organization supports African Americans and other people of color through programs focused on education, employment, health, and community empowerment.

THE CHALLENGE

As a mission-driven nonprofit, the Greater Milwaukee Urban League needed more than basic IT support. They were looking for a technology partner who could take the time to set systems up correctly from the start, help prevent issues before they occurred, and respond quickly when problems did arise.

Past experiences with IT providers had included slow response times, unclear processes, and limited communication. They wanted a partner who would be accessible, explain technology decisions clearly, and work collaboratively to improve how their teams used technology day to day.

THE PC LAN SERVICES SOLUTION

PC LAN Services focused on building a true partnership from the beginning. Our approach included:

- A thorough onboarding process designed to minimize downtime
- Proactive system setup to help prevent future issues
- Immediate access to a technician by phone when support was needed
- Clear, easy-to-understand explanations of technology decisions
- Ongoing recommendations to improve efficiency and streamline workflows

Rather than reacting to problems, PC LAN Services worked closely with the organization to create a stable, well-supported technology environment.

THE RESULT

By partnering with PC LAN Services, the Greater Milwaukee Urban League gained:

- **A professional, responsive IT partner they can rely on**
- **Faster access to technical support when issues arise**
- **Technology systems set up correctly from the start**
- **Improved efficiency through better tools and processes**
- **A smoother onboarding experience with minimal disruption**

This partnership has helped the organization focus on its mission while relying on technology that supports, rather than slows down, their work.

WHAT THE GREATER MILWAUKEE URBAN LEAGUE SAYS ABOUT WORKING WITH US

"The biggest benefit to us since our partnership with PC LAN Services is the level of professionalism and the openness in working with us through new innovative suggestions. They took the time to get us up and running the correct way to proactively prevent issues. When an issue does arise their response times are better than other IT firms we have worked with in the past. A technician is available by phone to instantly start helping us. No leaving voicemails and waiting for a return call!"

— Tangela Wilson, Chief Administrative Officer at Greater Milwaukee Urban League

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