



## CASE STUDY

# Expert IT Support With Consistent Follow-Through

MC Services helps Great Lakes Roofing stay productive with responsive IT support and deep technical knowledge.



**CLIENT:** The James Street Group



**INDUSTRY:** Commercial and industrial roofing

**LOCATION:** Germantown, Wisconsin

**SERVICES:** Roofing system installation, repairs, and long-term maintenance for industrial and institutional clients

## Executive Summary

**Great Lakes Roofing** needed reliable IT support that could handle everyday needs and more complex challenges. MC Services delivered fast, knowledgeable service and tapped into their broader technical team when needed.

## Challenges

- Needed a responsive contact for everyday technical issues
- Valued clear communication and customer care
- Faced occasional complex issues that required broader expertise
- Expected reliable service from a knowledgeable and dedicated provider

## MC Services' Approach

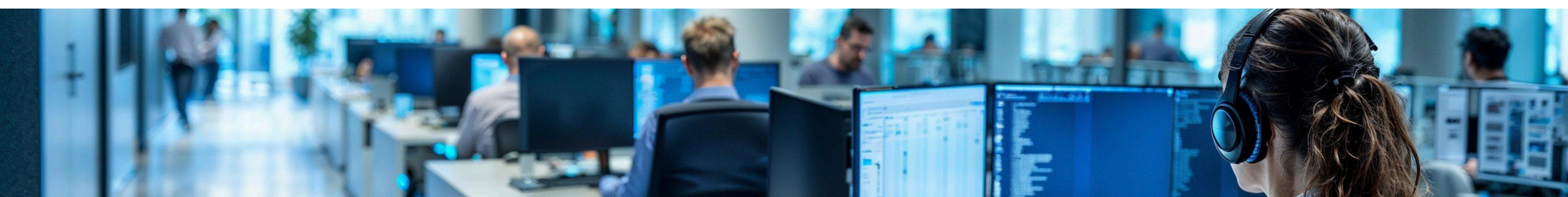
**MC Services** assigned a primary technician while backing support with the full team's expertise.

### Key Actions

- Provided attentive, timely support with a personal touch
- Escalated more complex needs to the wider **MC Services** team
- Maintained consistent communication and delivered solutions clearly

## Solutions

- Great Lakes Roofing received responsive support without delays or confusion
- Complex needs were met with deeper expertise from the full team
- IT tasks were handled with care, without taking up internal time





## The Results

- Great Lakes Roofing gained a consistent, reliable point of contact
- Their team benefited from the combined knowledge of the MC Services staff
- Service remained dependable no matter the issue's complexity

## Want a support team that communicates well and solves problems with precision?

MC Services brings personal attention backed by technical depth to keep your operations moving.  
[Contact us](#) to learn more.

### CLIENT TESTIMONIAL



"He has exceeded our expectations in every way, not only in competency, but also in his responsiveness and customer care. Moreover, we have had the benefit of the entire company's knowledge base when complex issues or needs arise."

— Ann, Great Lakes Roofing

**[REACH OUT TODAY!](#)**

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