



Challenges

Conway Corp made the decision to add digital phone services to its service offerings in 2008. While previous services had been managed through in-house systems and processes, Conway Corp knew they would need to partner with an outside organization that could provide expertise, a reliable network and dedicated specialists, continuing the utility's commitment to offer their customers high quality products and services.

Solution

Conway Corporation's search included surveying four different providers to evaluate which organization would be the best match in terms of infrastructure, reliability, service, personnel and company culture. In the end, the leadership team decided that Momentum was the company that best fit with their criteria. Soon after, a partnership was formed and Conway Corp began using Momentum's voice provisioning system, Realtime Provisioning Explorer (RPX).

Results

More than a decade later, the partnership between Conway Corporation and Momentum continues to remain both productive and strong. Momentum provided the expertise and background needed to launch Conway Corp's voice service and today continues to partner in managing the 5,000+ lines that belong to the voice division. The continual growth has been aided by Momentum's infrastructure, which has been reliable, minimized downtime and provided a positive experience for customers. The weekly meetings between Conway Corp and their dedicated Momentum account manager serve as an acting testament to the strong partnership between the companies and gives Conway Corp an outlet to cover any questions, troubleshoot possible issues and discuss future growth opportunities. Conway Corp recently also entrusted their customer email solution to Momentum, and in the future, expect both companies to continue looking for opportunities to work together.



Since 1929, Conway Corporation has operated the city-owned utility system in Conway, Arkansas and has consistently provided the region's best quality electric, water, wastewater, cable, internet, telephone and security service. For more than 85 years, the organization has been dedicated to exceeding customers' expectations and enhancing the quality of life in the community by delivering safe, affordable, reliable, innovative and environmentally sound utility and telecommunication services.

"It's been an amazing partnership. It's not a vendor-customer relationship, but more of a partnership to grow our business and to keep our customers enjoying their service and coming back for more."

Chris Odom
Manager of Voice Services
Conway Corporation

At a Glance:

Location	Conway, Arkansas
Classification	Municipal Utility Provider
Partners Since	2008
Solutions	» RPX » Business Services Support
Growth	5,000+ lines

