



Challenges

Throughout the company's history, Margaretville Telephone Company (MTC) has remained dedicated to providing the best service to customers. In 2006, the company reached a growth point where they realized that, with their current size and the changing landscape of technology, they would need to make changes in order to continue expansion. The decision was made to seek out a new partner that could help the company be able to better service existing and new customers.

Solution

MTC began the search process for a true technology partner. The desire was for a company that would work with their specific company's needs, and be able to become a comprehensive solution for their technology needs. Momentum's Broadband Explorer (BBX) was their answer. BBX allowed MTC to consolidate management and troubleshooting tools into one portal and to develop a more efficient and deployable workforce. Momentum's services also enabled MTC to launch a cable phone offering.

Results

Over the last decade, MTC and Momentum have enjoyed an extremely successful partnership. As Momentum continued to prove itself as a reliable partner throughout the years, MTC has continued to entrust more and more of their operations to Momentum products and infrastructure. Among other services, MTC now uses Momentum to manage their help desk, host their servers and act as their voice-provisioning partner. Each of these has been instrumental in MTC's continued growth and increased efficiency. The two companies have also been able to develop a mutually beneficial feedback loop. This has provided MTC with improved products, and Momentum with more informed customer responses.



In 1916, Margaretville Telephone Company (MTC) was established in the Catskill Mountains when the founder purchased 16 telephone lines. The company has spent the last 100 years growing into an organization that provides telephone and cable services to over 6500 business and residential customers. MTC prides itself on a commitment to providing great customer service that includes with a personalized touch, and on the ability to run a company well positioned to meet the needs of customers in a continually evolving industry.

"Momentum has shown a strong commitment to ensuring that their tools are up-to-date, efficient, dynamic and productive. They have been a big part of our successes, and have continually proven themselves to be an invaluable partner."

Peter Curran
IT Manager
Margaretville Telephone Company

