

Ronald McDonald House Charities

BALTIMORE, MARYLAND

First established in Philadelphia in 1974 and now a global organization, Ronald McDonald Houses (RMH) provide a home away from home for seriously ill children and their families, and help fund programs in surrounding local areas that directly improve the well-being of children. Part of an international network serving children and families in 54 countries, the independent, each locally controlled and funded chapter is a vital part of one of the world's most recognized and respected philanthropic organizations.

Through a partnership with A Plus IT Group, Momentum was able to improve the communications strategy of Maryland's Ronald McDonald House Charities Baltimore and empower each of the charity's employees to focus on better supporting and helping children and families.

CHALLENGES

Over the last 35 years, Ronald McDonald House Charities Baltimore has diligently served more than 35,000 families in the state of Maryland. Today, the charity serves on average 1,400 families each year. In order to be able to efficiently and responsibly serve this many people, every dollar in the operating budget must count, and every expenditure must carry its own weight. With this in mind, during one of RMH's regular thorough budget examinations, they came to the conclusion that the phone system they were using was requiring them to pay for bloated phone features they neither wanted nor used. This observation led to the decision for RMH to begin looking for a different solution that would be a better financial fit, provide a fully customizable feature set and enable their organization and individual employees to better serve the community of Baltimore.



A-Plus Computers and IT Group is a local IT support provider that is headquartered in Baltimore, Maryland and offers businesses personalized and affordable IT solutions that are capable of delivering enterprise quality continuity and superior data security.

Since 2000, A-Plus Computers and IT Group's talented technicians have used their expertise, industry-recognized best practices and personalized service to eliminate downtime and deliver best-in-class solutions so that their customers are free to focus on their more pressing business matters.

Momentum and A-Plus Computers and IT Group together work to provide organizations with premier hosted voice solutions that are proven to reduce costs, enable mobility, provide access to enterprise features and empower both customers and end users.



SOLUTION

Looking for an affordable solution that was still reliable, dependable and mobile, the RMH set out to find a solution that met the needs of their organization while also enabling them to effectively and efficiently serve the community.

So they put out a request for proposal, and after examining their submissions, they chose Momentum. While other vendors could provide similar services, they made their decision in large part because of Momentum's commitment to service and low price point.

RESULTS

The Momentum team conducted an extensive needs assessment in order to accurately recommend services and features that brought RMH actual benefits while making sure each budget dollar was used wisely. A year removed from installation, the Momentum and RMH partnership continues to be a success. The charity is saving thousands of dollars each year, and, in addition, RMH has been able to enjoy Momentum's premier customer service experience. Better yet, RMH employees are able to use the extra time and dollars saved from the organization's switch to Momentum to more efficiently and effectively serve their community.

ABOUT MOMENTUM

Momentum is a premier provider of Business Voice, BBX Broadband Management and Unified Communications solutions. Momentum's solutions offer smart, customizable cloud-based applications such as voice, video and collaboration that enhance business productivity and efficiency for direct customers and more than 500 channel and white label partners, nationwide. Momentum is committed to delivering best-in-class products backed by a geo-redundant network paired with industry leading uptime and customer service. At Momentum our mission is to enable others to thrive by combining smarter technology with seasoned experts to deliver an unmatched customer experience.



RMHCB will be soon moving to the house above in Historic Jonestown in East Baltimore as they increase their capacity to serve families.

“We have been impressed with the quality of Momentum’s people from initial sales call, the technicians who handled the changeover, the team that trained our team and those that help with ongoing maintenance.”

Sandy Pagnotti

*President & CEO
Ronald McDonald House
Charities Baltimore*

