

White-Glove Service: THE MOMENTUM DIFFERENCE



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“White-glove” can be defined as “marked by special care or attention.” Companies often throw this term around, but rarely take the time to explain what it actually means for their customers or their businesses. They do this to get the benefits of putting a buzz-word in their marketing materials and in their sales pitches, but carefully omit how affects you the customer.

This, unfortunately, leaves many companies wondering if their potential communications provider is going to meet the standard of true white-glove service or if a provider’s claims are nothing more than lip-service.

At Momentum Telecom, we have the industry’s best customer experience and the lowest churn rate because at the core of everything we do is a firm white-glove approach. This stems from our commitment to enabling others to thrive and this design helps us deliver meaningful value through every step of the customer journey.

As the experts on white-glove service, we wanted to breakdown how our processes have made Momentum the industry’s gold standard for customer experience and what you can expect from a white glove experience.

The first step: the beginning.

Sales Process

When does our white-glove service begin? Our simple answer is right from the very start. The moment you speak with a Momentum representative, your white-glove experience has officially begun.

The customer experience’s first phase is uniquely highlighted by three characteristics:

Engagement

Our sales process includes input from our sales management, solution design engineers (SDEs), operations, engineering and (most importantly) you! We do this because we value creating getting the right solution that works for your enterprise. All of these parties add a particular value to creating a solution that allows Momentum to achieve the optimal proposal to take each and every organization to the next level.

Data Collection

The Momentum team takes the time to ask and discover what the enterprise actually needs and what they want. On top of that, learning about the business processes and current network configurations helps create a solid understanding of the company's network, processes and IT challenges.

Design

Once we have engaged with the customer and collected data on their company's needs and configurations, our team turns to our innovative product line to collaboratively build a customized and truly comprehensive communications solution designed to work for your company's needs.

Implementation

Once an organization signs on the dotted line and officially becomes a customer, the implementation phase begins. This is where many providers take a back seat and a customer's IT team or an outsourced and unprepared third-party handle getting the equipment to the office and up and running.

That isn't even close to white-glove service; it's barely service. And the Momentum experience during implementation couldn't be any more different.

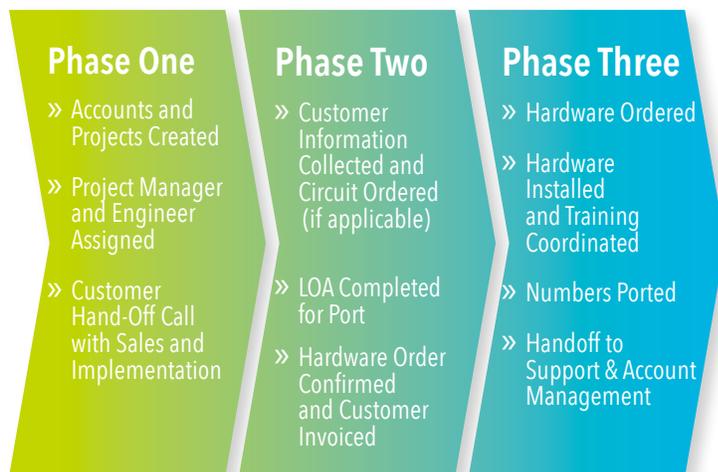
Every Momentum implementation is assigned to a team of highly trained professionals that are then responsible for facilitating and managing the migration of new clients onto Momentum's platform.

During this phase every individual's goal is to implement the customized unified communications solution as quickly, thoroughly and cost effectively as possible.

One of the ways we do this at Momentum is by assigning a dedicated project manager and providing an on-boarding overview that details the process, including service and equipment order confirmations, points of contact and a guide to roles and responsibilities.

While every one is a little different, here is an overview of a standard implementation:

Sample Implementation Schedule



The implementation phase is where Momentum shines because it directly ties into our mission of enabling others to thrive. Momentum stands out in the marketplace as the leader in customer experience because our company is committed to the customer's success and doing whatever it takes to see each customer achieve new heights.

Support

There's nothing quite like getting a shiny new toy. The experience of a new toy isn't vastly different from the experience of getting to use new technology. It's new, fun and if there is some assembly required, there is a reasonable expectation that it includes detailed instructions along with the right tools and access to help, if you need it.

Not having those resources can be the difference between loving your new technology and hating it forever. Unfortunately, in today's technology space, there is a wide array of companies that put all their efforts into gaining customers, but don't consider what it's like to use their products on day 2, let alone day 100 or day 1000.

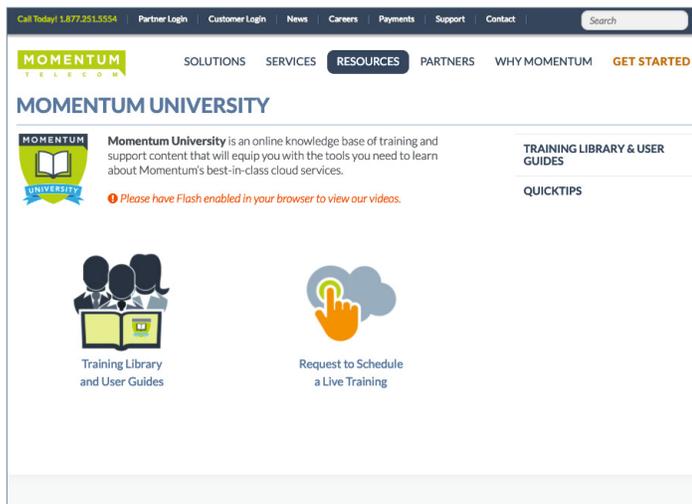
We believe any partnership with a technology company should be as good on day one as it is on day 1000, and that's why on day two we provide and dedicate ourselves to providing our customers with:

Training

Education is essential to a successful UC solution. For this reason, we have a team at Momentum that is entirely dedicated to the training of customers and the creation of useful training and educational materials. We also provide trainers for both on-site and web-based training to ensure that all users have the access to become knowledgeable on how to take full advantage of the Momentum solution.

Resources

On top of training, we use a blended learning approach that invites users to use Momentum University, which serves as an online knowledge base to help facilitate personal training and ongoing learning. This resource is full of content designed to help users to better understand and utilize Momentum's leading tools and cloud services, and includes PowerPoint presentations, user guides, quick start guides and training videos.



Support

Momentum Telecom is committed to delivering meaningful value to our customers through a reliable, high-quality and unified user experience. To consistently deliver on this commitment, Momentum uses a dedicated white-glove team solely focused on delivering the best customer experience. Momentum's support team strives to be providers of knowledge, services and tools that simplify communications and enable business productivity.

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Support by phone:

1-888-538-3960

Live phone support is available 24/7

Support online:

www.momentumtelecom.com/support

Training Library & User Guides:

www.momentumtelecom.com/mu/training-library

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White-Glove Delivered

At Momentum, we pride ourselves on the leading customer experience that starts during the sales process, shines throughout implementation and extends beyond onboarding. It's a holistic white-glove service that begins on the first day you engage with Momentum and lasts your entire customer journey.

This is what you should expect from Momentum because we understand the critical nature of communications services for business, and take our responsibility seriously. It is our mission to make certain that you have the best-in-class communications, unparalleled network reliability and superior customer experience to ensure your enterprise is in a position to thrive.