



MOMENTUM



RONALD MCDONALD HOUSE CHARITIES
SUCCESS STORY

Ronald McDonald House saves thousands annually with bespoke phone system



RMHC®

Overview

Since day one, Ronald McDonald House Charities (RMH) Charities have always been about providing seriously ill children with a home away from home. The organization continues to make an impact in local communities all throughout the world.

As a charity, making every dollar count is essential to ensuring they can continue to provide important services to communities that need it most.

Discover how RMH Charities Baltimore's partnership with Momentum allowed them to deploy a highly customized phone system that enabled the organization and individual employees to better serve the community of Baltimore.



Photo from RMH Charities Baltimore Facebook



About RMH Charities Baltimore

Ronald McDonald House Charities Baltimore is part of the international Ronald McDonald House Charities organization that provides philanthropic services to children and families in over 54 countries. As an independent, locally controlled and funded chapter, the organization is dedicated to improving the lives and well-being of seriously ill children.

The problem

For over 35 years, Ronald McDonald House Charities Baltimore has served more than 35,000 families and continues to help nearly 1,400 families each year. But providing compassionate services to thousands of families every year means they must efficiently and responsibly use every dollar in their budget.

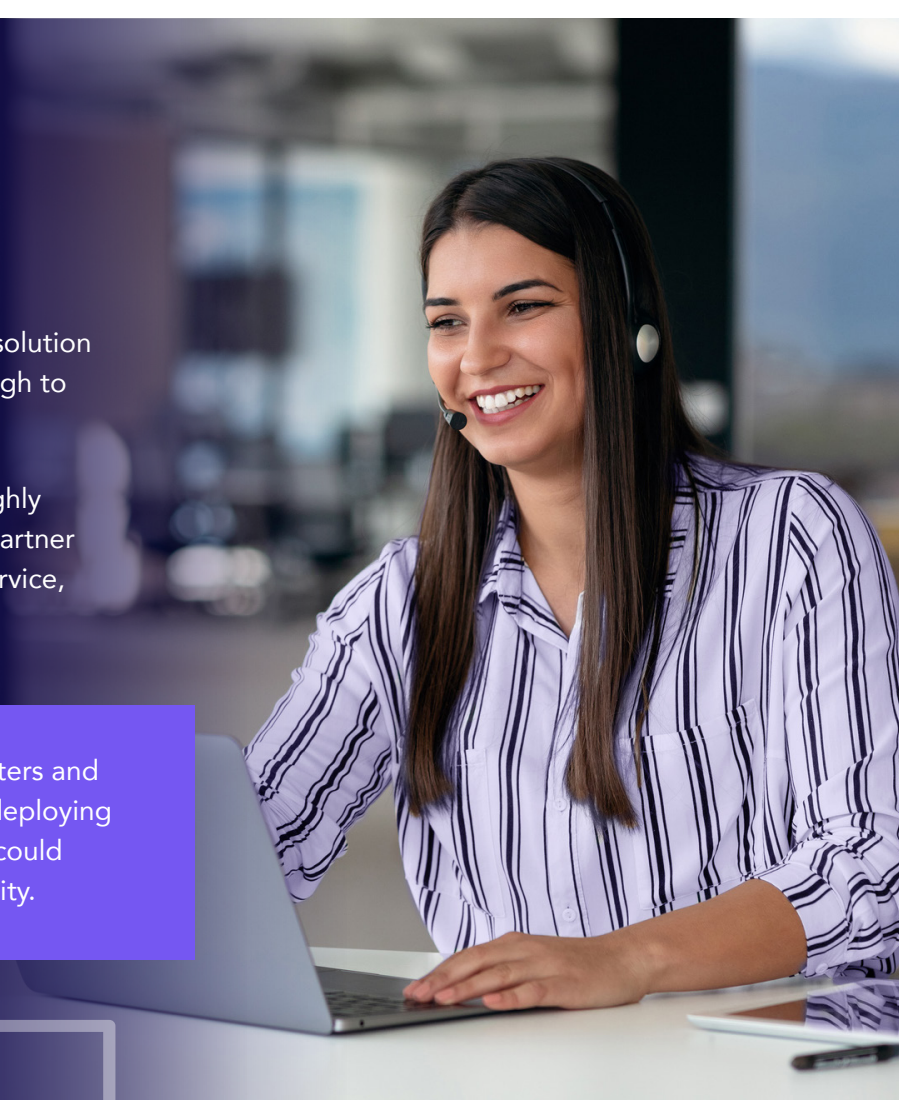
During a thorough budget examination, RMH Charities Baltimore discovered they were overpaying for a phone system with bloated features they didn't want or use. This immediately started the process of searching for a new phone system — one that was more cost-effective and customized to empower their employees to better serve the community of Baltimore.

The solution

RMH Charities Baltimore wanted an affordable solution that was reliable, dependable, and mobile enough to support their community initiatives.

After issuing a request for proposal and thoroughly evaluating several vendors — they decided to partner with Momentum due to their commitment to service, low price point, and solution expertise.

Momentum, in combination with A-Plus Computers and IT Group, began the process of designing and deploying the phone system RMH needed to ensure they could continue making an impact in the local community.



The outcome

RMH Charities Baltimore knew they were in good hands right from the start. The Momentum team conducted an extensive needs assessment to accurately recommend services and features that were valuable to RMH while maximizing the impact of every dollar of their budget.

One year after installation, the Momentum and RMH partnership continues to be a success. The charity is saving thousands of dollars every year while having access to Momentum's high-touch customer service.

Best of all, RMH's employees have been able to redeploy these savings to more efficiently and effectively serve their community.



We have been impressed with the quality of Momentum's people from the 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





Implement the perfect phone system for your business

Are you looking for a new phone system for your business?

Let Momentum help you find the perfect one based on what your business actually needs. Get in touch today to learn more.

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