

Why Momentum's Phones

GET VALUE FOR EVERY DOLLAR YOU SPEND

Buy Your Phones From Momentum

In any economic climate it is important to make sure that businesses get value for every dollar. When buying phones from a third party, be aware of the businesses' needs at the phone level over and above the hardware purchase. It is important to know the risks involved in purchasing phones from a third party.

Momentum's approach to one-time fees covers all costs associated with hardware and labor in setting up the phones. Momentum's primary business driver is not supplying hardware or configuration costs. Although the hardware and implementation is critical to the service, Momentum is most concerned that implementation establishes the sound foundation for a best-in-class continued monthly service.

POINTS TO CONSIDER

- Broadsoft supported bootrom files must be installed on each phone. This is pre-imaged by our vendor if you buy the phones from Momentum.
- Broadsoft's supported firmware files must be upgraded on each phone. This is done through Momentum's custom automated system.
- Each phone must be manually set-up with a provisioning server. This is also done through Momentum's custom automated system.
- Momentum's current vendor scans the MAC addresses for each phone and provides Momentum with an accurate spreadsheet to build the configuration file for each phone. Without this, the customer would need to manually document the MAC address of each phone. When done manually, this is a very tedious process and prone to errors that can lead to complications in the install.



ADDITIONAL POINTS

- » Assembly of the phones, base, handset and connecting of the phone wiring are typically done by Momentum when the hardware is purchased through us. If phones are purchased through a third party, the customer would be responsible for this task.
- » Lastly, due to the volume of Momentum's purchases, Momentum customers are provided with overnight RMA (replacement of the phone) for 30 days and phone warranty for a full year. Replacement phone requests are easily submitted through Momentum's on-line ticketing process. Many third party vendors who offer reduced prices do not provide these warranties. It is a good idea to ask this specifically when shopping a third-party, online.
- » Risks and increased costs over and above the hardware purchase in buying the phones through a third party:
 - » Increased errors due to the customer's manual entry of MAC addresses in the phone configuration spreadsheet.
 - » Increased labor costs associated with the customer's manual entry of MAC addresses in the phone configuration spreadsheet.
 - » Increased complexity in dealing with another vendor instead of dealing with a single point of contact.
 - » Increased risks due to unknown consistency of outside hardware distributor. If this vendor changes product lines and does not continue to support your chosen phone model, hardware support may be lost. Most phones have a life of approximately eight years.

Momentum's desire is to see your implementation go as smoothly as possible. As one of the top providers of Hosted UC in North America, we feel it is important to pass this experience on to our clients so decisions can be made on the best information available.

