

ROCKET SCIENCE CONSULTING CASE STUDY

“Four years ago not one of our clients had VoIP, but now 60-70% of them do. If you’re going to replace a phone system today, you’re going to replace it with VoIP. And with MegPath Hosted Voice, the price point is right, the service and support is right – it’s pretty much an easy sell.”

– Matt McGraw, CEO, Rocket Science Consulting

Partnering with MegaPath

Rocket Science has been a MegaPath Partner since 2003. According to CEO Matt McGraw, the only differentiator that influenced his choice was support. “Most ISPs have awful support,” he explains. “But on my first call to MegaPath, the phone got answered on the first ring and it was a network engineer who was smarter than me.” MegaPath continues to offer a unique level of support with no tiers or scripts. Rocket Science has also grown their business significantly by offering Voice over IP services, including Hosted Voice.

Value to Consultants

Rocket Science describes their partnership with MegaPath as “painless.” When challenges or concerns arise, MegaPath always addresses them quickly. “They really seem to care about each small individual company like mine,” says McGraw.

Even more important is the fact that MegaPath takes good care of Rocket Science clients. “It’s definitely not the average ISP,” says McGraw. “We look good by recommending MegaPath.”

Rocket Science also earns significant revenue with each MegaPath Hosted Voice system they install. “I hardly even consider the commission,” McGraw explains. “It’s nice, but it’s secondary. We make four or five times as much on training and implementation. We do a full training for all employees with each implementation.”

Value to Clients

Rocket Science clients are concerned about the future. With Hosted Voice, they can rely on MegaPath to update and upgrade the system frequently. New features are added as they become available, whereas a premise-based system “is what it is” and doesn’t improve over time.

Plus, a hosted solution means that clients don’t have to worry about management. “It’s offsite and you don’t have to think about it once it’s installed,” McGraw says. “That’s huge for a lot of our clients.”

When clients need to move, add, or change employee phones, Hosted Voice makes it easy with no extra charges or rewiring hassles. In fact, the entire system can be moved to a new location in a matter of hours.



Founded in 2001, Rocket Science Consulting has 25 employees and a thriving business as an outsourced IT department for small businesses. Based in San Francisco with a satellite office in Los Angeles, they serve small businesses with 10-250 employees with a full range of IT solutions from help desk support to CIO technical direction.

The MegaPath Advantage

Complete Service Portfolio

We offer a full range of business voice, data, security, and hosted IT services.

Proven Expertise

We’ve been serving businesses with innovative communications services since 1996.

Experienced Customer Support

Our knowledgeable technical experts respond quickly and efficiently 24/7/365.