calltower

The CallTower Advantage.

Stay Connected. Stay Ahead.

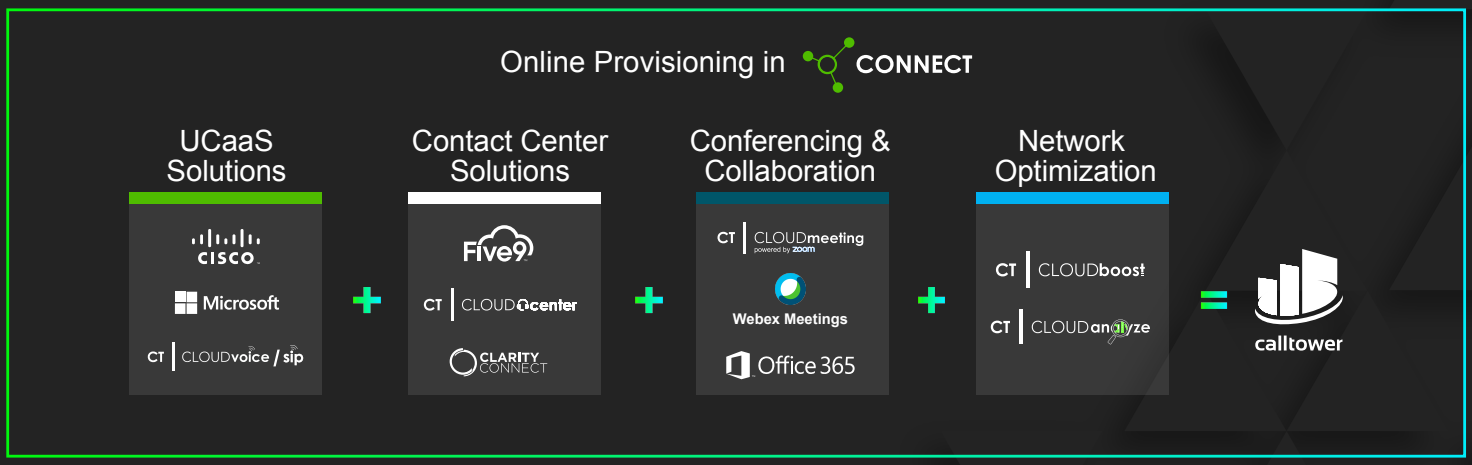
CallTower empowers business customers with Unified Communications and Collaboration solutions, changing the way people communicate around the world.

eBook

Our mission is to enable people to easily connect...

The support and patronage of our customers gets us out of bed in the morning and inspires us to exceed expectations.

Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, Unified Communications and Collaboration solutions, including Cisco® HCS and CUCM in a private cloud environment, Microsoft® Teams Direct Routing and Native Skype for Business, CT Cloud UCaaS, Office 365 and CT Cloud Meeting powered by Zoom for business customers.



Key UCaaS Integrations.

Enterprise Quality - Feature-Rich Solutions.

CallTower ensures that businesses reach their full communication potential and stay competitive, with the most advanced capabilities in today's quickly evolving marketplace. With easy to use business communication technology, we enhance strategic and business operational effectiveness by integrating paramount Unified Communications solutions while reducing overall cost in telecom spend.

UCaaS + Key UCaaS Integrations + Devices = Turnkey Solution

Key UCaaS Integrations	Devices
Contact Center	Desk Phones
CRM	Soft Phones
UC Analytics	Huddle Room Devices
CT Cloud Boost (SD-WAN)	Large/Small Conference Room Devices
Conferencing	
Operator Console	

...and more

GLOBAL REACH - Expanded reach to more than 75 countries

The CallTower Team.

Our Customers Matter Most.

WE ARE HERE TO HELP!

CallTower UCaaS solution experts are available 24/7/365 via phone, email and chat. We also have an array of helpful tips at uc.solutions to help you answer questions fast.

DEDICATED CUSTOMER SERVICE

Our unmatched implementation, training and support teams have deployed and supported thousands of users, enabling solutions around the corner and across the globe. All projects receive a designated product manager who secures a seamless implementation and training success plan.

CUSTOMER SUCCESS TEAM

CallTower customers are further empowered by their Customer Success Team. This team works closely with the customers to deliver streamlined processes.

- **Product Engineers** ensure solutions meet the needs of the customer today and looking forward.
- **Solution Architects** customize UCaaS design plans to achieve customers goals
- **Project Management** delivers white-glove strategic management
- **Solution Training** ensures users receive training on-site, online, and/or on-demand. We offer training options that meet the needs of your growing company.
- Our **Account Managers** pick up right after your solutions are fully implemented. Our Account Managers are an extension of your IT team, working in-sync with your business as your dedicated resource.
- **Reporting** UC Analytics through Connect delivered in real-time | Salesforce.com Integration for ticket
- 24/7/365 US-based **Support** for your CallTower solutions, including phones, equipment and contact center

> **Testimonial ▶▶▶**
>
> CallTower made the transition to Teams Direct Routing Phone System seamless for our users. By performing all the necessary setup in Office 365 prior to, and at the time of, the migration, and conducting training sessions for our users, they provided a real turnkey solution for our new phone system. - Allen Press, System Administrator Supervisor, Richard Wilhite

CALLTOWER CONNECT

CallTower enables our Customers to manage rapidly changing technologies through Connect - a user-friendly portal, created and developed in-house. This proprietary system ensures our customers can administer services without expertise in any one technology or hiring outside consultants to manage their UCaaS platforms.

Admin/User Portal	**Audio Conferencing**
Voicemail	**Hunt Groups**
Password Sync	**Analytics**
Email	**Auto Attendants**

CallTower's Partnerships.

Which Solution Fits Best?

CISCO

Partners since 2002

Certified Advanced Collaboration

Architecture Specialized Partner

Operating HCS version 11.5

1st to deploy CUCM in private cloud

Running CUCM version 10.5

CCaaS integrations since 2010

Microsoft

Partners since 2008

Microsoft Gold Partner Certified SPLA Partner

Cloud Service Provider since 2014

Teams Direct Routing

Skype for Business Server 2019

Top 100 CSP Growth - Four years running

CT | CLOUD

Partners since 2002

Certified Advanced Collaboration

Architecture Specialized Partner

Operating HCS version 11.5

1st to deploy CUCM in private cloud

Running CUCM version 10.5

CCaaS integrations since 2010

CallTower enhances our clients' strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.

Strategic Partnerships.

CISCO · Microsoft · metaswitch · poly · Yealink · bigleaf networks · Five9 · scansource · PERFICIENT · CenturyLink · voxbone · bandwidth

CallTower's Network.

Robust & Redundant Global Network.

We provide the service, manage the network upgrades and integrate the technology and applications into your business with around the clock monitoring by our Network Operations Centers. With a robust global network offering redundant connections through leading providers, CallTower can connect to almost any place at any time. We also provide Multi-Protocol Label Switching (MPLS), dedicated lines and global Session Initiated Protocol (SIP) Trunks all with 24x7x365 monitored services to ensure maximum uptime and available dynamic application failover.

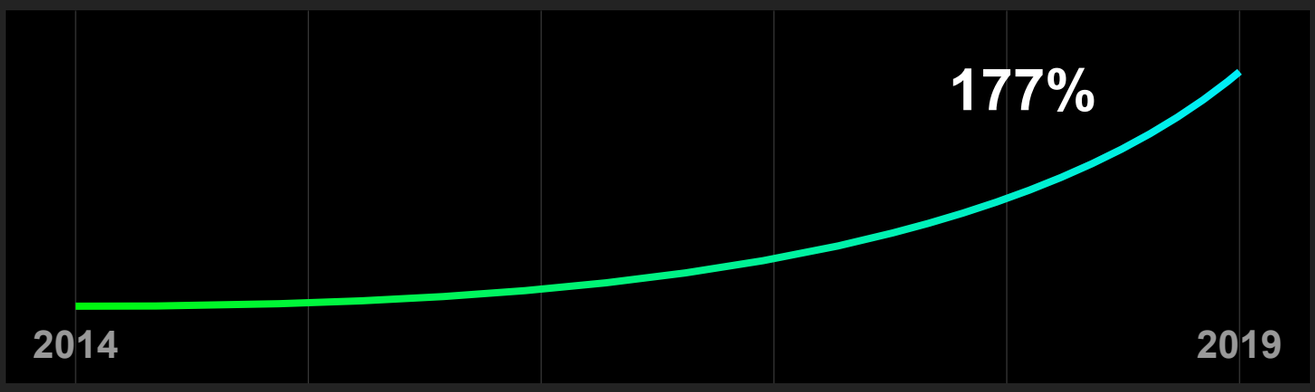
Dynamic Voice Redundancy Solutions.

Outages and downtime cost you time and money. **You deserve multiple paths to ensure 100% voice uptime.** CallTower's expanding offering includes a wide range of circuit providers to offer carrier diverse flexibility and peace of mind.

CT | CLOUDboost

CallTower's CT Cloud Boost delivers higher quality network performance by optimizing thousands of cloud-based applications, including UCaaS, Salesforce.com and Dynamics. CT Cloud Boost maintains the quality and experience of real-time applications improving overall network performance.

CallTower's Revenue Growth.



Testimonial ▶▶▶

To replace our current system would have been $300,000 CapEx plus we were spending $25,000 monthly on calling plans. With CallTower, we invested $15,000 on our monthly recurring license model. - Anthony Lopez, Tourneau, Senior Director of Technology

CallTower Mission.

To enable people to easily connect to...

Core Values.

- CallTower Dedicated
- Action Oriented
- Smart & Inquisitive

Team Player Attributes.

- Hungry
- Humble
- People Smart

Take-aways | CallTower.

- Founded in 2002 (pioneer of UC)
- Dedicated Customer Success Team
- 24x7x365 Customer Support
- Strongest SLA in the industry
- Cisco Premier Partner
- Microsoft Gold Partner
- Proven Network with Redundant Connections through Leading Providers

3 UC Platforms in our Private Cloud.

Cisco	Microsoft	CT CLOUD
Hosted Cisco CallManager 10.5 and HCS 11.5	Microsoft Teams Direct Routing and Native Skype for Business	Hosted Voice SIP

Key UCaaS Integrations.

Contact Center Options

- Five9 - Get all the benefits of feature-rich, on-premise Contact Center systems with none of the hassle.
- CT Cloud Contact Center - Fully-featured, Powerful and Complete End-to-end Cloud Contact Center
- Clarity Connect - Native Skype for Business Contact Center

- CT Cloud Boost - The solution provides local and global businesses with enterprise-grade, reliable performance for real-time applications like voice and video.
- Call Recording - Call Recording supports organizations to manage risk and compliance better, improve quality assurance and increase productivity.
- CRM - Not only does CRM integration save valuable time for professionals who interact with customers and prospects, but it also elevates the way business is conducted by streamlining CRM interactions and delivering what once was only available to the Fortune 1000.
- Video Room Solutions - The marketplace has been asking for higher quality, less expensive video conferencing with a consistent user experience across all devices.
- UC Analytics - UC Analytics provides you with granular details that enable you to more productively achieve company goals.

The CallTower Advantage.

Online Provisioning in CONNECT

UCaaS Solutions	Contact Center Solutions	Conferencing & Collaboration	Network Optimization
Cisco Microsoft CT CLOUDvoice / sip	Five9 CT CLOUDcenter Clarity Connect	CT CLOUDmeeting powered by zoom Webex Meetings Office 365	CT CLOUDboost CT CLOUDanalyze

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ONE-STOP-SHOP

- Full turn-key solution from one provider
- One invoice
- One support call
- Faster troubleshooting

SECURITY, STABILITY & SCALABILITY

- Benefits of OPEX vs CAPEX
- One platform to monitor
- End-to-end private cloud environment

PROJECT MANAGEMENT

- No finger pointing between solution providers
- One project team for design/changes
- Faster deployment times
- Easy-to-use solution management tool