calltower

Enabling GCC High with Voice and Audio Conferencing via Microsoft Teams Direct Routing

Empowering Organizations with a Teams Voice Solution

C3 INTEGRATED SOLUTIONS
connect, communicate, collaborate

calltower

ABOUT C3 INTEGRATED SOLUTIONS:

C3 Integrated Solutions is a full-service IT provider that **specializes in securing our nation's Defense Industrial Base** through cloud-based solutions and industry leading partners.

C3 IS A PROVIDER OF MICROSOFT GOVERNMENT CLOUD SOLUTIONS INCLUDING

MICROSOFT 365 GCC	GCC HIGH	AZURE GOVERNMENT

and specializes in helping clients **achieve CMMC and NIST 800-171 compliance** by providing managed services, security, and Microsoft 365 integration services. C3 offers an **award-winning, tailored approach to each client**, regardless of size and across a variety of industries.

THE CHALLENGE

Microsoft GCC High is **designed to meet the unique security and compliance requirements of the Defense Industrial Base.** This includes residency in Azure Government, full US data sovereignty and limited integration with third parties.

GCC HIGH MEETS THE DEMANDING STANDARDS OF REQUIREMENTS SUCH AS:

- **NIST 800-171, DFARS 252.204-7012**
- **Arms Regulations (ITAR)**
- **the International Traffic**
- **Cybersecurity Maturity Model Certification (CMMC).**

As one of less than ten authorized sellers of the Government Community Cloud (GCC) High version of Microsoft 365 for organizations with under 500 users, C3 Integrated Solutions is defined by its **unique ability to deliver tailored GCC High solutions** to existing and potential clients. Their perspective on the industry and the GCC High environment allows C3 to deliver **highly experienced service to their clients,** as well as additional complementary solutions such as cloud backup.

With the challenge of the global coronavirus pandemic and the evolving nature of the workplace, **more and more companies are demanding collaborative voice and audio-conferencing options within C3's GCC High solutions.** Microsoft does not offer a voice option for their Microsoft 365 GCC High services and based on their experience assisting clients navigate the GCC High environment, C3 knew they needed to fill a very crucial and timely gap. With that in mind, C3 sought a company that could deliver Microsoft Teams voice and telephony solutions, **built for a GCC High environment.**

THE SOLUTION

Upon exploring options for Teams telephony plans, C3 determined that CallTower's long-held Microsoft Gold Partnership and history of hosting Microsoft voice solutions made them the **ideal choice for this partnership.** Led by a team of experts from both CallTower and C3, the partnership creates a **tremendous level of technical experience and knowledge** required to meet and overcome the many technical challenges of voice enabled Microsoft 365 GCC High.

CallTower's Microsoft Teams solution uses Direct Teams Routing to provide **a PSTN solution.**

To sum up a complex and technical process, essentially GCC High **needed a replication of a PBX model to support voice services for GCC High.**

> *One of the biggest challenges for our clients in GCC High was the lack of voice services. In many cases, this slowed adoption, or added complexity to the transition. Once migrated, the lack of voice services hampered productivity creating frustration at both the client and user level. When we considered how to fill the known gap in voice and telephony solutions for GCC High, we knew that the solution would be complex; it was essential to have a smart and experienced company as a partner. We knew immediately that CallTower had the skill and expertise do help us do just that."*

Bill Wootton, President of C3 Integrated Solutions

CallTower's voice-enabled O365 GCC High solution fills a void in the government contractor vertical that is currently supported with a lot of limitations. We enable and remove these limitations for our valuable government contractor community to easily connect and collaborate-which is central to our mission. We're proud that CallTower's technology and experts are able to deliver such an effective and secure solution and service this government sector."

William Rubio, CallTower's CRO

THE RESULTS

With the combined power of CallTower's Direct Routing telephony and C3's robust and secure Microsoft 365 GCC High expertise, **clients can facilitate dial-in conferencing and PSTN calling** through Microsoft Teams just as they would in the commercial version of Microsoft 365. This advantage will not only accelerate the adoption of Teams through GCC High organizations, but the migration to Microsoft 365 GCC High itself. C3 and CallTower have formed an alliance that will enable critical and security sensitive government contractors **to be more interconnected and collaborate more effectively.**

If your company requires a secure, GCC High environment, or if you are already operating within GCC High, C3 and CallTower can help deliver voice and telephony solutions to your organization, and help your business connect and collaborate more effectively.