calltower

Office 365

CALLTOWER'S MANAGED PARTNER NETWORK

calltower

Microsoft Teams

WHY GET YOUR LICENSING FROM CALLTOWER?

- We handle the move of voice from our Native SfB to Microsoft Teams
- Certified Engineers expertise in Microsoft Voice networking and PSTN connectivity
- Single point of contact for Office 365 and Voice
- Use CallTower Connect to manage users' Teams voice integration
- Managed voice migration to Teams
- Seemless license migration

SUPPORT SERVICE LEVEL AGREEMENT

24/7/365 US-BASED SUPPORT

ISSUE PRIORITY	CALLTOWER RESPONSE	MICROSOFT RESPONSE
Critical P1	15 Minutes	1 Hour
High P2	30 Minutes	Next Day
Non-Critical P3	4 Hours	No Commitment
Non-Critical P4	1 Business Day	No Commitment

WE PROVIDE DESIGN AND MIGRATION SUPPORT

Migration Active Directory (AD)

Email Domain

Consolidation of Multiple Domains

Project Management

WHY BE A PART OF CALLTOWER'S MANAGED PARTNER NETWORK?

Email Domain	With CallTower MPN	Without
Design, training, and deployment assistance with Microsoft Teams	Included	CallTower Professional Services
Design, training, and deployment assistance with migration to Teams and CallTower Direct Routing	Included	CallTower Professional Services
Single point of contact for Teams and Office 365 support. CallTower will work your issue to resolution	Included	Engage Microsoft as necessary for support of non-CallTower issues
24 x 7 U.S. Based Service Team with case management available via Self Service portal, Email, Chat, or Phone	Included	Engage Microsoft as necessary for support of non-CallTower issues
Office 365 provisioning integration. Provision Direct Routing using CallTower Connect.	Included	Not available
Single bill for all CallTower solutions, including Office 365 licenses	Included	Not available
Manage Office 365 licensing through CallTower Connect	Included	Not available