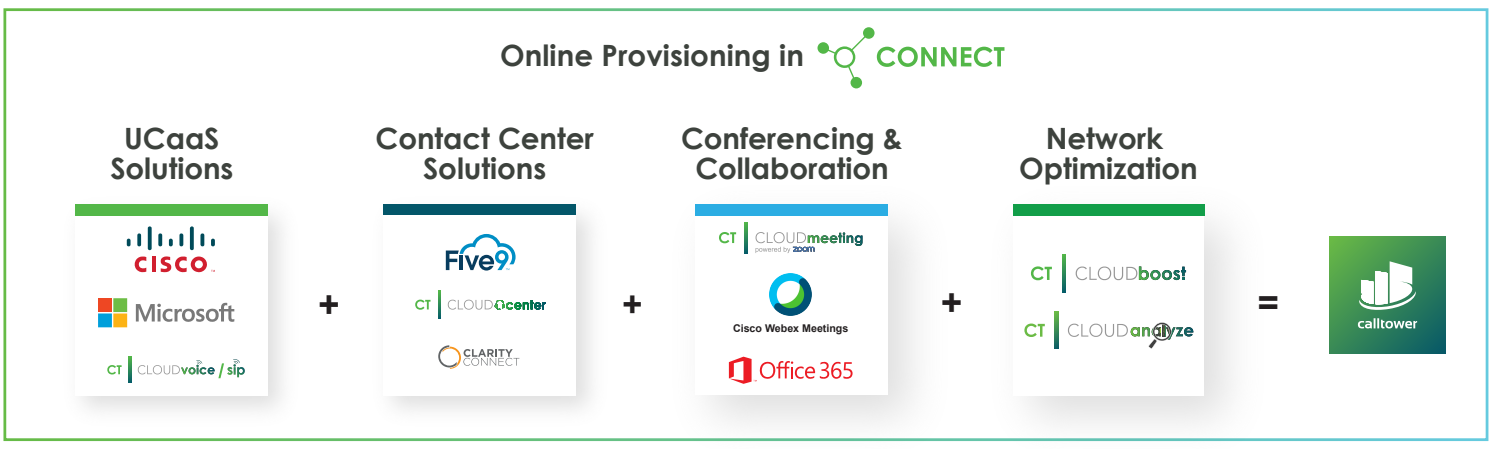
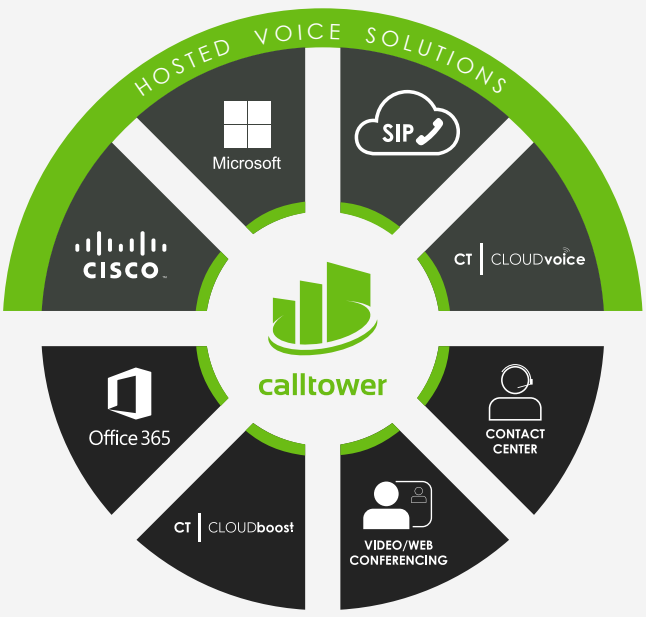
# CALLTOWER'S PORTFOLIO

Stay Connected. **Stay Ahead.**

With the evolution of the telecom industry, CallTower has expanded into a hosted unified communications and collaboration solution provider; changing the way people communicate around the world.

**Our mission is to enable people to easily connect and get work done.**




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

CallTower exists to enable people to easily connect to transact business communications. 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, Webex Teams, Microsoft® Teams Direct Routing, Native Skype for Business, Office 365, CT Cloud, Webex Meetings and CT Cloud Meeting powered by Zoom for business customers.

Our unmatched implementation 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.

CallTower has expanded its reach to over 75 countries with DID's / local telephone numbers internationally. Now customers can leverage their CallTower Cisco Microsoft, CT Cloud and Contact Center solutions and external exchange integration to provide localized services for their growing customer base.

## 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 changing market climate. With easy to use business communication technology tools that support mobility, messaging, conferencing and presence management.

We enhance strategic and business operational capabilities by integrating only the best unified communications suite of products.

Cisco
Microsoft
CT CLOUDvoice
Polycom
Clarity Connect
Five9
CT CLOUDcenter
CT CLOUDmeeting powered by zoom

## CALLTOWER'S PARTNERSHIPS

### Cisco

Partners since 2002
Cisco Premier Partner
First to deploy CUCM in a private cloud
Skype for Business integration
Contact center integrations since 2010
**Cisco certifications held:**
CCENT, CCNA/CCDA, CCDP/CCNP

### Microsoft

Partners since 2008
Microsoft Gold Partner
Certified SPLA Partner
Cloud Service Provider since 2014
Running Skype for Business servers
Teams Direct Routing
Top 100 CSP Growth Three years running

### CT CLOUDvoice

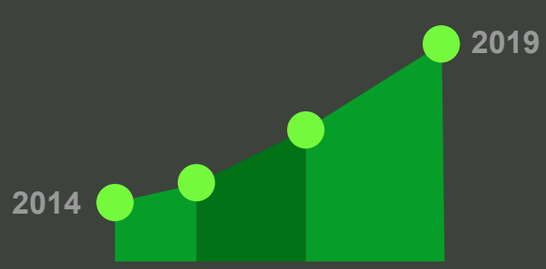
Hosted PBX UC
SIP-Trunking
Class5 Telco Switching
Geo Redundant & Carrier Grade
Key integrations

## UC SOLUTIONS CENTER

We are here to help! CallTower's support experts are available 24/7/365 via, phone, email and chat or go to www.uc.solutions to receive an array of helpful tips giving a better understanding of how to get the most out of your CallTower services and features.

## CALLTOWER'S REVENUE GROWTH

**177%**
Revenue Growth




"To replace our current system would have been $300,000 CapEx plus we were spending $25,000 monthly on calling plans. With CallTower, we invest $15,000 on our monthly recurring license model."

**- Anthony Lopez, Tourneau Senior Director of Technology**

Microsoft Teams

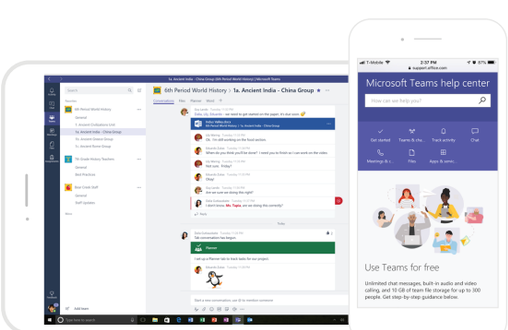
Microsoft Gold Partner

## AN INTEGRATED OFFICE 365 MICROSOFT TEAMS EXPERIENCE

CallTower delivers an integrated Office 365 Microsoft Teams experience with global calling plans empowered by a US-based client services team, ensuring a personalized implementation, adoption, training and support strategy. CallTower has been voice enabling Microsoft solutions for years. As a Microsoft Gold Partner providing cloud voice solutions, our monitoring and management services ensure the highest quality user experience.

The Microsoft Teams Phone System powered by CallTower enables customers to bring their current voice serves into the Microsoft Cloud through Direct Routing. Direct Routing ensures the ability to leverage CallTower's preferred rates and unlocks the full potential of a Microsoft Teams Phone System.

> **"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*




## OFFICE 365 SUITE OF PRODUCTS YOU KNOW AND USE

Microsoft Teams is integrated with the Office 365 suites of product you know and use such as Exchange, Skype, SharePoint, OneNote, and more!

## THE CALLTOWER ADVANTAGE

- Network is Completely Optimized for Voice
- Emergency Services in 36 International Countries
- Re-Route Phone Numbers when Microsoft has an Outage
- Direct Routing as a Managed Service
- US Based 24/7/365 Tier 1/Tier 2 Support
- All Your Communications in One Place
- Enterprise Security and Compliance
- Seamless Porting from any Platform

Skype for Business

Microsoft Gold Partner

## CALLTOWER IS NATIVE SKYPE FOR BUSINESS IN A PRIVATE CLOUD ENVIRONMENT

Microsoft Unified Communications vision is simple, "to bridge the gap between telephones and computers." Microsoft integrates telephone-based tasks such as phone calls, voicemail and conferencing with computer-based tasks such as documentation, spreadsheets, instant messaging, email and calendars. It's streamlined and highly scalable.

CallTower is native Skype – Not a resell or plug in like 99% of our competitors. Forrester study shows productivity increases by 17% when you use all features of Office 365 and Skype for Business.

Magic Quadrant for Unified Communications

Source: Gartner (July 2017)

> **CallTower is radically different from the mass of Broadsoft based quotes we received. No other carrier out there are providing native integrations with Microsoft the way CallTower does.**
>
> *-Christine Cahill, Land Home Financial Services, Telecom Project Coordinator*

## NATIVE Sfb 2020.
## ADVANTAGES OF CALLTOWER'S NATIVE SKYPE FOR BUSINESS

| Feature Comparison | calltower | |
|---|---|---|
| CRM, Contact Center & UCaaS Interoperability Integration | YES | NO |
| Device Management & Support | YES | NO |
| Faxing, Credit Card Machines | YES | NO |
| Paging, Door Buzzers, Overhead Paging | YES | NO |
| Receptionist Console | YES | NO |
| Project Managed DID Porting | YES | NO |
| 24/7/365 US Based Support | YES | NO |

# Office 365

## TRANSFORM THE WAY YOU DO BUSINESS

Why get your Office 365 licensing from CallTower?

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

Microsoft Gold Partner

> **Real value is the simplicity of CallTower's solution and how easily the integration works into O365.**
>
> - Frederick Noel, Syska Hennessy Group Senior Associate & IT Project Delivery Manager

## WHY BE A PART OF CALLTOWER'S MANAGED PARTNER NETWORK (MPN)?

Support Service Level Agreement

24/7/365 US-based support

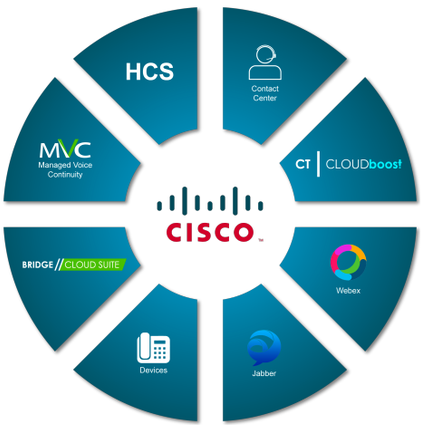
| ISSUE PRIORITY | CALLTOWER RESPONSE | TIME MICROSOFT RESPONSE TIME |
|---|---|---|
| Critical P1 | 15 Minutes | 1 Hours |
| High P2 | 30 Minutes | 4 Hours |
| Non-Critical P3 | 4 Hours | No Commitment |
| Non-Critical P4 | 1 Business Day | No Commitment |

## WE PROVIDE DESIGN AND MIGRATION SUPPORT

- ✓ Migration Active Directory (AD)
- ✓ Email Domain
- ✓ Consolidation of Multiple Domains
- ✓ Project Management

## LEVERAGE YOUR BUSINESS WITH HOSTED CISCO SOLUTIONS

As organizations become more complex their employees need smarter and better ways to collaborate. CallTower's Cisco Solutions connect people, information and their teams – and it is the most secure IP telephone system available. This solutions provides the ultimate in unified communications and collaboration capabilities with easy-to-use business communication technology tools that support mobility, messaging, conferencing and presence management. CallTower's Cisco solutions deliver a seamless user experience with high-quality, scalable web and video capabilities.




> **The true value for us has been time savings. Utilizing CallTower's Cisco UC Solution in conjunction with CallTower Connect, CallTower's admin and user portal, saves our IT team several hours per month.**
>
> *- Mesa Lewchalermwong, Northwestern Mutual Senior Chief Operating Officer*

## THE CALLTOWER ADVANTAGE

- Current Environment Feature Parity
- Feature Rich / Scalable / Flexible
- License Management
- Ad-Sync
- Management of Maintenance

## CISCO HCS

Cisco HCS allows collaboration from pocket devices to the boardroom so users can work with teams across their organization and beyond, on any device, wherever they are. Cisco HCS, this solution offers compelling, innovative Cisco collaboration technology through the power of the cloud delivering comprehensive collaboration-as-a-service. The basic capabilities and benefits of this robust offering include corporate telephony, unified communications and conferencing.

## CISCO JABBER

Cisco Jabber allows users to collaborate anywhere, on any device. It delivers instant messaging, voice and video calls, voice messaging, desktop sharing, conferencing and presence. Users will be able to easily find the right people, check their availability and collaborate more effectively.

## CALLTOWER'S CISCO WEBEX TEAMS WITH HCS CALLING.

# TEAMWORK ISN'T JUST ABOUT MEETINGS.

MEET THE ALL-IN-ONE SPACE WHERE YOU CAN:

MESSAGE

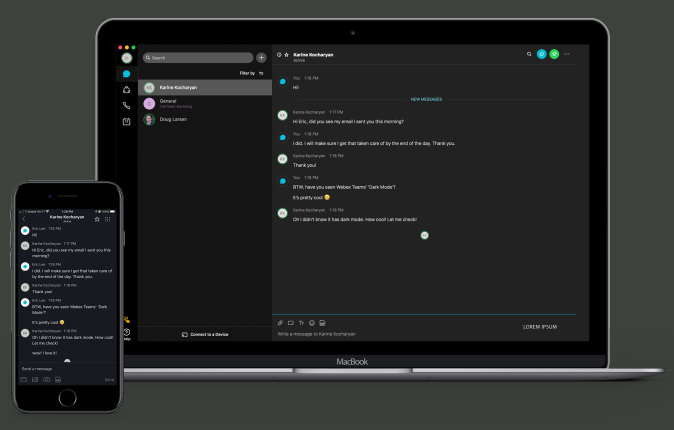
CREATE

SHARE

GET WORK DONE

## TOGETHER

Cisco Webex Teams is a business communications app that integrates critical features into a single experience. The app is designed for continuous team collaboration with video meetings, group messaging, file sharing and white boarding. Teams can get the full experience and external guests like partners, customers and experts can be added for collaboration. Easily incorporated with Cisco HCS, the Cisco Webex Teams app is centered on the needs of the agile worker. You can create teams with people inside and outside your company, working with those colleagues from anywhere and on any device.



## CISCO WEBEX TEAMS INTEGRATIONS WITH CALLTOWER.

Integrate with your existing go-to apps

Productivity tools

Improve time management and work smarter with applications like Microsoft Office 365, GoogleCloud, Box, and Smartsheet.

Project management apps

Increase work efficiency in managing projects and tasks with project management tools like Jira, Asana, and Trello.

Security

Keep sensitive information safe with integrations to leading data loss prevention (DLP) and cloud access security broker (CASB) security and identity management solutions like Cisco Cloudlock, Symantec, Duo, and more.

Incident management systems

Minimize the impact to normal operations and manage service issues by creating and updating workflows in ServiceNow and Zendesk.

Sales, marketing and social

Make the most of your team collaboration by making updates to Salesforce and receiving notifications from Marketo, Eventbrite, SurveyMonkey, and Local Measure.

Developer tools - Make your development cycles faster and easier with repository management, code reviews, and issue tracking with GitHub, Jenkins, Azure, and Jira.

## CISCO WEBEX MEETINGS POWERED BY CALLTOWER.

Webex Meetings enables online meetings with a strong feature set, designed for productivity and efficiency. With the ability to share documents, presentations, and applications via integrated audio and video, conducting regular meetings among dispersed staff members becomes simple. Webex Meetings also creates a great space to host meetings and creative sessions with external guests like partners, customers, vendors or experts.

## FEATURES AND BENEFITS.

Simplicity from any device

Schedule and start web meetings from your browser, desktop/mobile app, or video device. Exceptional audio, video, and content sharing, including from digital white boards. No downloads or plug-ins. Just one big green button to push to easily start your meeting.

Award-winning, reliable video

Build relationships and trust with lifelike video. Learn more about meeting participants with People Insights for Webex Meetings by CallTower. Ensure fast and reliable video anywhere you are with the help of our global data centers.

Meet with intelligence

Your Webex Meetings by CallTower mobile app automatically connects to your video device when you enter the room so you can join your virtual meetings in a snap. Experience fewer interruptions with background noise detection and mute suggestion. Share wirelessly from your desktop app. After the meeting, automatically receive recording transcriptions.

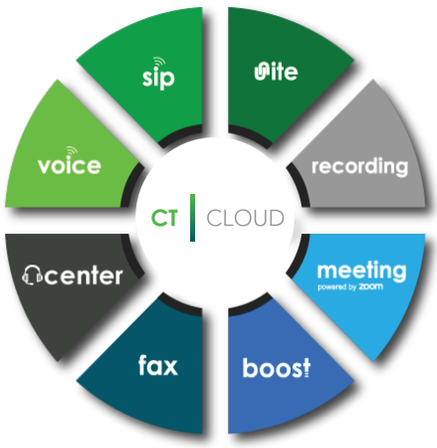
Industry-leading security

Lock your personal room and keep your discussions protected end-to-end. Industry-leading, multi-layer security gives you peace of mind without compromising user experience.

# CT | CLOUDvoice

## GREAT FEATURES AND ROCK SOLID STABILITY

For business customers, managing communications and increasing productivity in today's dynamic, distributed, mobile economy is extremely challenging. With CT Cloud Voice, network operators can support customers of any size to meet these challenges by quickly and reliably delivering feature-rich, high-quality, and secure business communications solutions.

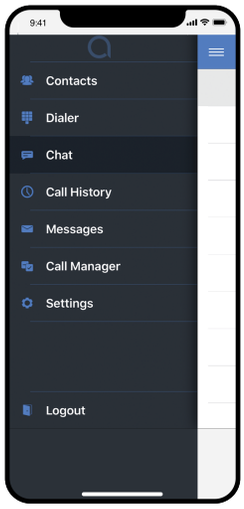



## FEATURES

- HD Voice and Video Calling
- SMS texting with file sharing and presence
- Powerful pre-call and in-call control features
- Identical calling features and caller ID on all devices
- Applications for Windows, MacOS, iOS and Android
- Unique network management tools and analytics

## CT CLOUD VOICE COMMPORTAL

- View missed calls
- Listen to voicemail messages
- Manage your contacts
- Set up rules to route your calls
- Configure voicemail to email and voicemail notification
- Perform many other functions




## CT CLOUD COMMUNICATOR

Accession Communicator is a powerful UC application that enables carriers to extend their business telephony services directly to an end user's laptop, desktop or portable device or handset. These endpoints present the actual calling features, dial plans and outgoing caller ID of the twinned office phone. Accession is ideal for remote workers and mobile workers who are increasingly bringing their own devices (BYOD).

# CT | CLOUDsip

## LOWER COST, MORE FLEXIBILITY

CT Cloud SIP Trunks provide one concurrent call and includes inbound usage. With features such as 911, directory listing and caller name. Our SIP DID Packages combine the most popular SIP features and provide concurrent calls equal to twice the number of DIDs.

### 911 NOTIFICATIONS

Provides an extra level of safety and protection by notifying people in your organization via phone and email when someone makes a 911 call

### PHONE SYSTEM CO-LOCATION

Co-locate your phone system in our data center for security and business continuity. Co-location also puts your phone system right where your SIP services are, so there's less latency and better voice quality.

### AUTO-ATTENDANT FOR FAIL-OVER

Should your phone system fail, you can fail over to our auto-attendant in the Cloud to provide uninterrupted service to your callers.

### SIP EDGE ROUTER

Our SIP edge routers reserve bandwidth for voice so call quality is maintained even when bandwidth utilization exceeds available capacity

### ADVANCED CALL FORWARDING

### CALL SCREENING CAPABILITY

# CONNECT

## THE UNIFIER IN UNIFIED COMMUNICATIONS

CallTower Connect simplifies the set-up and management of CallTower services facilitated within one easy to use web or mobile application. Manage Cisco, Native Skype for Business, Microsoft Teams, and CT Cloud solutions interchangeably by user based within a location. CallTower Connect is the unifier in unified communications.

## EASE THE LOAD

Corporate administrators' work load will decrease as users gain access to a simplified panel where quick changes can be made without a call to support.

## POWER IN **PERSONALIZATION**

### UC ANALYTICS

UC Analytics seamlessly provides you with granular details through CallTower Connect. You can dive into IM/Presence reporting, activity by medium and meeting type, as well as build and schedule your own reports based on your business requirements.

### MACD move, add, change, delete

Administrators have the power to move, add, change or delete CallTower hosted services such as Cisco CallManager, Audio Conferencing and Microsoft products including: Skype for Business, Exchange, SharePoint, and Contact Center solutions.

### AD SYNC

Active Directory (AD) Sync allows you to synchronize mulitpe AD servers at different locations and even across mulitple server forests. AD sync is on a per-company basis, but a company with many locations can have a "one-to-many" relationship with AD servers.

### PASSWORD SYNC

Synchronize your local Active Directory passwords to CallTower's products and applications, such as CallTower Connect, Skype for Business, Jabber, Office 365, etc.

### HUNT GROUPS

Easily distribute phone calls from a single telephone number to a group of several phone lines.

### AUTO ATTENDANTS

Transfer incoming calls to various extensions as specified by callers, without the intervention of a human operator. Route calls to landline phones, mobile phones, VoIP devices, extensions and recordings, as well as another auto attendant.

# CLARITYCONNECT

## CONTACT CENTER SOLUTIONS MADE EASY

Clarity Connect is a cloud-managed contact center that manages calls, IMs, emails, web chats and other communications for your customers, employees or partners. Clarity Connect is native to Skype for Business, so it extends the functionality of Skype for Business rather than replicating it, and expanding the communication and collaboration capabilities of the platform you already have in place. This allows you to leverage your investment in Office 365 and Skype for Business while still garnering all the advantages of a cloud contact center.

## INTELLIGENT ROUTING

Offering additional ways for customers or employees to easily and intelligently reach knowledge experts within your organization is a must in today's world. CallTower's Clarity Connect enables the intelligent routing of communications with a seamless, native Skype environment. In addition, Clarity Connect is available with all Skype deployments: (1) CallTower hosted Skype for Business, (2) On-Premise/Customer Hosted Skype for Business and (3) Office365 Skype for Business Online.

## FEATURE HIGHLIGHTS

### CALL RECORDING

Configure call recording to any level desired. Agents can be given the ability to start or stop recordings. Direct inbound and outbound call recording is also available for agents.

### WEB CHAT

Enable web chat through a public facing chat client written in HTML and Javascript. It's simple to configure and deploy to any public facing website while maintaining your brand.

### CRM INTEGTATION

Out-of-the-box integration with CRMs like Salesforce and Dynamics enables Clarity Connect to retrieve Customer and Account information.

### QUICK INTERACTIVE VOICE RESPONSE (IVR) TOOLS

Users can easily create complex call flows in a matter of minutes. The Quick IVR module fully supports IM and Voice Sessions within a single Call Flow. QuickIVR provides greater flexibility with a single point of administration.

## ALL THE FEATURES, NONE OF THE HASSLE

Get all the benefits of feature-rich, on-premise systems with none of the hassle. The Five9 Virtual Contact Center (VCC) suite gives your people the tools they need to make powerful customer connections while delivering the results your business requires.

With the Five9 Blended VCC suite, you receive all the features and benefits you've come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built entirely from the ground up for the cloud. They have been enhancing the platform for over 12 years, so you can take advantage of a mature product with a rich feature set.

## ADVANCED INTEGRATIONS

Five9 is the market leader in cloud computing for contact centers, with more than 300 cloud-based integrations seamlessly incorporated into our Virtual Contact Center (VCC) platform.

With this open platform in the cloud, your enterprise has a complete migration path for your contact center. You can take advantage of all the robust functionality you expect from a full-featured, sophisticated contact center plus have built-in integration capabilities for the in-house applications you need.

## INTEGRATION CAPABILITIES INCLUDE:

- Cloud API's
- Web Connectors
- CRM Integrations

CT | CLOUDcenter
Contact Center Solution

## FULL-FEATURED, **POWERFUL, AND COMPLETE**

The CT Cloud Contact Center solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics.

### Data Center

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16

### Quality Management

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent & web chat logs
- Agent coaching & evaluation

### Call Center Queues

- Call center queue management & virtual queuing
- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back & click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/email alerts

### Workforce Management

- Forecasting & scheduling
- Schedule optimization
- Vacation automation & shift-trade portal
- Real-time adherence view & reporting

### Call Center Group

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service

### Reporting & Analytics

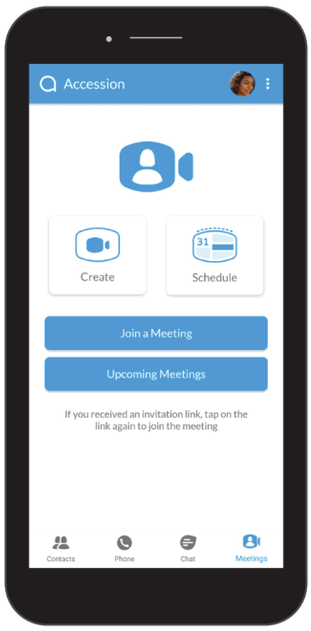
- Real-time stat display & bulletin board
- Real-time graphical dashboard Custom agent activities
- Custom multi-level dispositions
- Detailed call & agent statistics
- Scheduled reports
- Customized contact center reports

# CT CLOUDmeeting powered by zoom

CT Cloud Meeting powered by Zoom is a cloud video conferencing and collaboration solution for desktop and mobile. Start or join a meeting with crystal-clear, face-to-face video, high quality screen sharing, and instant messaging.

## A COMPLETE SOLUTION FOR WEB & VIDEO CONFERENCING

- Fully integrated Cloud Voice UC collaboration to 500 attendees
- Standalone web & video conferencing to 500 attendees
- Full-feature webinars
- Low cost conference room systems
- H.323 & SIP room connectors




## GET WORK DONE IN ONLINE MEETINGS MADE EASY WITH HIGH QUALITY VIDEO & AUDIO CONFERENCING

- 100 Interactive video participants (add-ons for larger meetings available up to 500)
- Participants join from mobile, tablet, desktop, h. 323/sip room systems, telephone & CT Cloud Meeting rooms
- Audio options for attendees
- Share any content, including video clips with audio
- Simultaneous screen sharing
- Personal meeting URL
- Record your meeting - local MP4
- Mobile apps that allow you to schedule, start, or join a meeting - even present content from your phone or tablet
- Completely secure with end-to-end encryption

## ONE-STOP-SHOP TO COMPLETE YOUR SOLUTION

CallTower provides the service, manages the network upgrades and integrates 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) Trunking all with 24x7x365 monitored services to ensure maximum uptime and available dynamic application failover.

CT | CLOUDboost

## FULLY REDUNDANT ARCHITECTURE

CT Cloud Boost brings results by connecting data centers directly to the domestic network backbone and POPs of carriers. Customer traffic hops on this advanced network at the closest POP, delivering a fully redundant architecture. This connection makes the CT Cloud Boost solution among the most easily implemented and provides top-tier Internet performance and uptime.

## CT CLOUD BOOST IS BETTER THAN OTHER OPTIONS FOR:

Internet Failover and Optimization

Thousands of cloud-based apps including Office 365 and CRMs

Load Balancing and Quality of Service (QoS)

Site-to-Site VPN Foundation

## CT CLOUD BOOST vs MPLS & PUBLIC INTERNET

| CT Cloud Boost | MPLS & Public Internet |
|---|---|
| Improved Internet redundancy and reliability | Public Internet has lower bandwidth options |
| Deployed within days | MPLS can range anywhere from 60 to 120+ days to deploy |
| Strengthened connectivity to your critical cloud applications | Public Internet delivers a sub-par collaborative experience |
| More reliable network stability = Happy Users | |

## CT | CLOUDfax

With CT Cloud Fax and CT Cloud Fax Complete solutions, you can send and receive faxes within Outlook, Gmail, Apple Mail and many other email systems. Customers can choose between DID numbers, Toll free numbers, unlimited inbound or unlimited inbound + outbound. Faxing is as easy as attaching a document to your email and clicking send; no dedicated fax lines and no additional hardware.

**CT Cloud Fax Benefits:**

- Send and receive faxes from email with Outlook, Gmail, Office 365, and other email systems
- Securely receive faxes from a local or toll-free number with SMTP over TLS.
- Quickly attach and send via secure email via our simple email client integration.
- Receive faxes as PDF or TIFF files.

## CT | CLOUDrecording

The process of evaluating all business practices and customer service levels to ensure that customers are receiving the best quality experience is crucial. Evaluating agent performance and enforcing defined quality standards for interactions are key to this effort.

With CT Cloud Recording you are able to identify customer needs and expectations, and identify training needs for your team.

In a UCaaS environment, there are many occasions that recording is of great value or simply required. With CT Cloud Recording you are able to record calls on-demand, or automatically from a single platform.

## CT | CLOUDUnite

CT Cloud Unite provides integration to an unprecendented range of business and contact-oriented applications, offering a standard set of integration features with a huge range of popular cross-vertical and vertical-specific applications.

**CT Cloud Unite will:**

- Improves the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realise the full potential of your hosted telephony solution

## THANK YOU FOR YOUR INTEREST IN CALLTOWER!

To learn a little more about us, please visit our site at www.calltower.com.

Let's Connect

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Live Webinars