

Bridge the Gap with calltower



CallTower's Latest Achievement and Innovations:

Jan 2024 —●

Cloud Communications Leadership



Frost & Sullivan recognized CallTower as the Cloud-Connected Calling Enablement Leader for its achievements in Teams, Webex, Zoom, AI integrations, and its global Connect platform. The platform spans 16 geo-redundant data centers, delivering services in 85+ countries.

Mar 2023 —●

Webex Contact Center Expansion



CallTower added Webex Contact Center to its Cisco portfolio, offering secure, customizable, omnichannel contact center capabilities to enhance enterprise value and Cisco's user experience stack.

Sep 2022 —●

Webex Wholesale RTM Program



By joining Cisco's Webex Wholesale Route-to-Market program, CallTower enabled scalable, SMB-friendly delivery through a shared channel strategy, extending Webex offerings to small-to-midsize businesses.

Webex Calling for VARs



CallTower's Partnership and Cisco

- Cloud Connected Partner since 2021 and Cisco Premier Partner since 2023.
- Specializes in advanced collaboration architecture and contact center integrations.
- Partners with Cisco since 2002, holding certifications like CCENT, CCNA/CCDA, and CCDP/CCNP.
- First to deploy CUCM in a private cloud and actively migrating Cisco HCS and PaaS bases to cloud calling.
- Works with Cisco Distribution community (e.g., CDW, Presidio, WWT, SHI, ScanSource, TD Synnex) on migration strategies.
- Mobile Leadership with Webex Go since 2023

Global Reach and PSTN Capabilities

- Coverage in over 85 countries with emergency services in 30+ countries.
- Managed implementation with features like porting, call rerouting, analytics, CRM integration, SMS/MMS texting, and Webex Go mobility solutions.
- Sole-source global PSTN provider for Cisco Webex Calling and Webex Contact Center.

Hybrid Cloud Solutions and Migration

- Scalable and customizable on-premise to cloud migration solutions.
- Global hybrid Webex environment with white glove implementation.
- Connect provisioning portal with 25+ APIs and collaboration with Cisco for account mapping and strategy.

Cisco-Powered Premier Provider Designation // Cloud Connected PSTN (CCP) Integration

- CallTower earned the prestigious Cisco Powered Premiere Provider Worldwide designation, highlighting its leadership, strategic alignment, and adherence to Cisco's high certification standards. It also holds multiple Cisco Powered Service designations in Webex Calling and Webex Contact Center, enhancing managed services for customers.
- Reliable global PSTN access without premises-based SBC/gateway.
- Certified PSTN coverage in 85+ countries, centralized billing, global DID/DDI availability, and emergency services.

Migration and Analytics Solutions

- SIP FIRST migration path ensuring business continuity with "Crawl, Walk, Run" approach.
- CX Analytics reducing abandoned calls by **40%**, call waiting times by **32%**, and call length by **20%**.
- Real-time monitoring, customizable dashboards, advanced call analytics, and CRM integration.

Communication and Messaging Services

- CT Text and WhatsApp (*coming soon*) integration for real-time customer support and enhanced purchase experiences.
- Webex Go - A mobility solution that extends Webex Calling to mobile devices, enabling seamless communication and collaboration on the go.

Failover

- Failover with Auto Attendant (AA) and Call Queue for business continuity.

Mobile Leadership with Webex Go

- CallTower was certified as a Mobile Calling Provider, enabling seamless enterprise calling by converting PSTN numbers to eSIMs and delivering Webex
- Go without the need for apps. Webex Go is a mobility solution that integrates Webex Calling directly with mobile devices, allowing users to make and receive business calls using their mobile network while maintaining enterprise-grade security and features.
- CallTower ensures seamless communication for remote and mobile workers, enhancing productivity and collaboration.



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