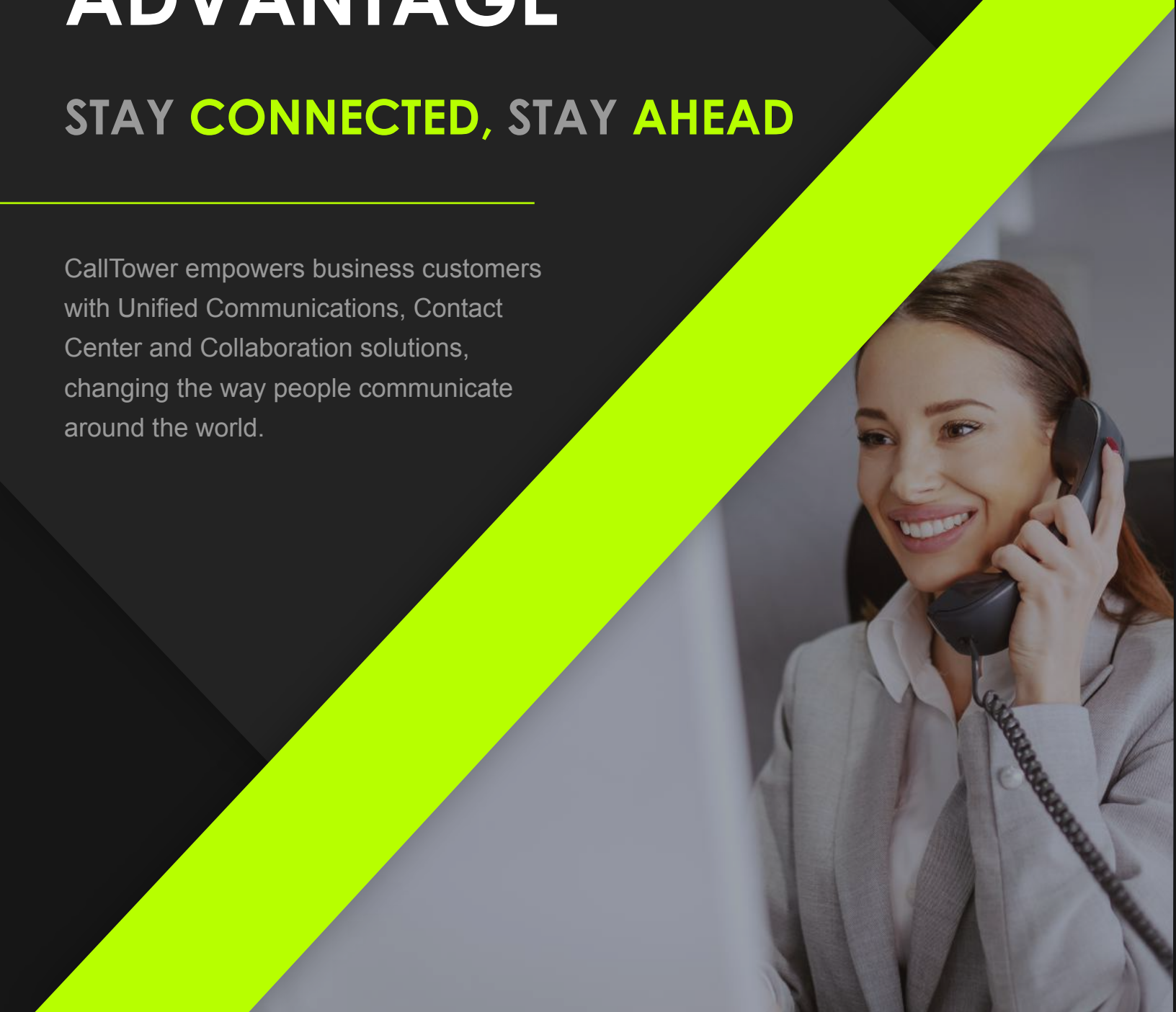
calltower

THE CALLTOWER ADVANTAGE

STAY CONNECTED, STAY AHEAD

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



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

Transforming how we connect across the globe! Dive into the future of global communication with CallTower, where the forefront of innovation meets the vast expanse of connectivity. CallTower is revolutionizing communications through cutting-edge technology. CallTower delivers seamless MS Teams, Zoom, and Webex voice solutions elevated by the integration of AI technology, comprehensive contact center solutions and one-click failover, marking a significant milestone in the communication landscape.

Since its foundation in 2002, CallTower has grown into a leading cloud communication (unified communications, contact center, and collaboration) solutions provider for organizations expanding on a global scale. CallTower stands out by offering, integrating, and supporting top-tier solutions, including Operator Connect for Microsoft® Teams, MS Teams Direct Routing, GCC High Teams Direct Routing, Microsoft® 365, Cisco® Webex Calling / UCM, Cisco® CCP, Zoom Phone, Zoom (BYOB), and a selection of four contact center options, featuring Five9 for its business clientele.

ONLINE PROVISIONING IN CONNECT calltower

UCaaS Solutions + CCaaS Solutions + Collaboration + Integrations

webex by CISCO
Microsoft Teams
zoom
VOICE/SIP

Five9
Solgari Contact Center
CONTACT CENTER
Contact Center

MEETING POWERED BY ZOOM
webex by CISCO
Microsoft 365
zoom
SD-WAN

PSTN Connectivity
singlewire software
GENESYS
Atmos
NICE CXone

calltower

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 scalable cloud-based paramount Unified Communications communication 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
SD-WAN	Large/Small Conbnference Room Devices
Conferencing	
Operator Console	*and more...*
Hybrid Connectivity	
Analog Devices	

GLOBAL REACH - Expanded reach to more than 70+ countries

THE CALLTOWER TEAM

Our Customers Matter Most.

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.

WE ARE HERE TO HELP

CallTower's 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.

24/7/365 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.

DEDICATED CUSTOMER SERVICE

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.

CLIENT SUCCESS MANAGERS pick up right after your solutions are fully implemented. Our Client Success 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 SUPPORT for your CallTower solutions, including phones, equipment and contact center

> 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

CONNECT calltower

CallTower Connect is built from the ground up for speed and ease of use. The application is launched from a web browser, or mobile app by an end user or company administrator to add or manage CallTower solutions.

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 communication platforms.

- Admin/User Portal
- Voicemail
- Password Sync
- Email
- Audio Conferencing
- Hunt Groups
- Analytics
- Auto Attendants
- Sync with your Office 365 Tenant

CALLTOWER'S PARTNERSHIPS.

Which Solution Fits Best?

Microsoft Solutions Partner
Modern Work

- Certified SPLA Partner Since 2008
- Cloud Service Provider Since 2014
- Teams Direct Routing Since 2018
- GCCH Teams Direct Routing Since 2020
- Operator Connect Launch Sep 2021
- Top 100 CSP Growth Partners 5-Years Running

CT CLOUD

- Hosted PBX UC and SIP-Trunking
- Class5 Telco Switching, Geo Redundant & Carrier Grade
- Video Conferencing, Powered by Zoom
- Key integrations of CRM integration, CCaaS, Voice Compliance Recording, CT Communicator branded softphone for desktop, tablet, and mobile

cisco Partner
Premier Certified

- Partners since 2002
- Cisco Premier Partner
- Certified Cisco Webex Calling for VARs – Cloud Connected PSTN (CCPP) | Americas, EMEA & APAC
- Certified Advance Collaboration Architecture Specialized Partner
- Webex Calling / UCM
- Webex Contact Center
- Cisco certifications held: CCENT, CCNA/CCDA, CCDP/CCNP, CCP, SP

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 PARTNERS

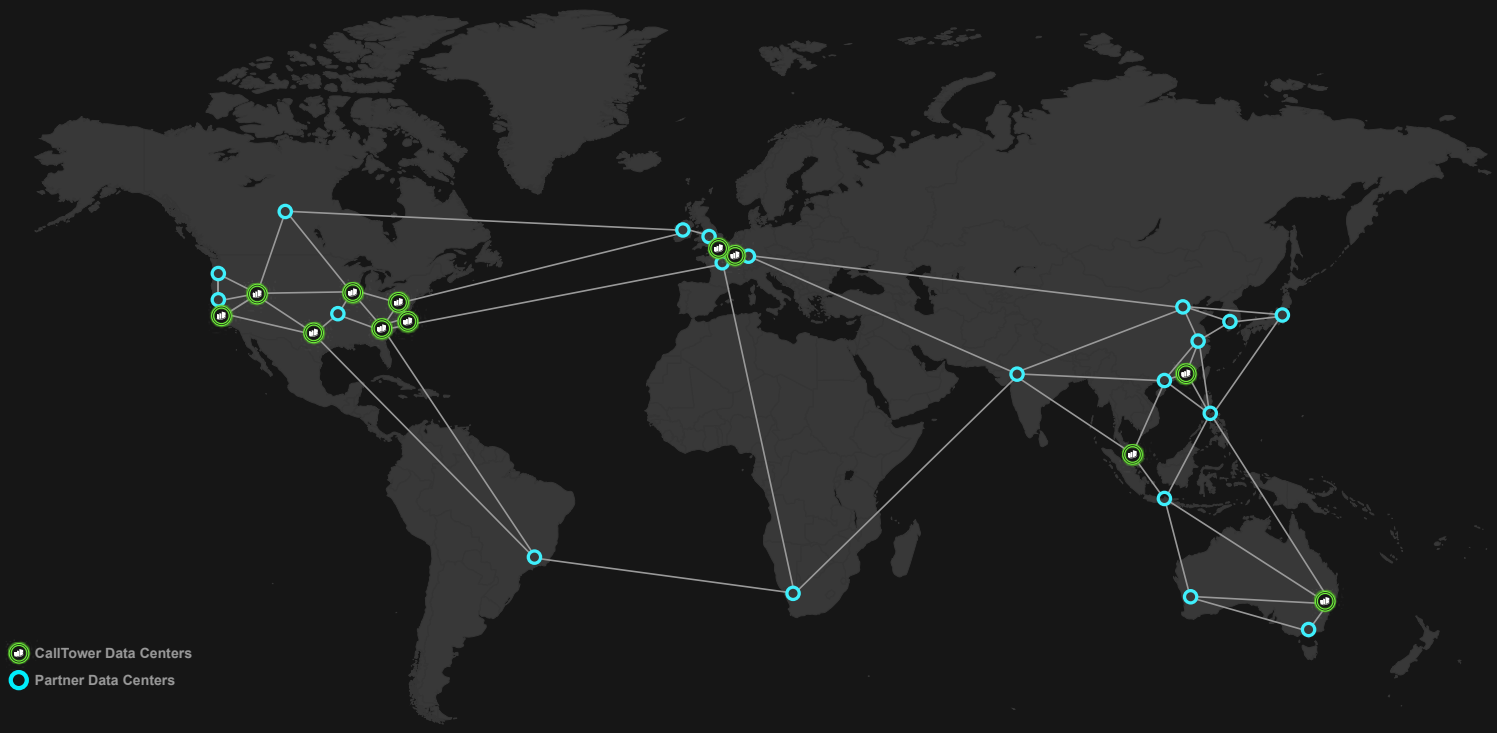
CALLTOWER'S NETWORK

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, including, One-Click Failover.



> When reviewing a vendor to support your on premise PBX client, there is no better choice than Calltower. It is not simply the ease of installation and the five nines reliability, it is all about the ongoing support. Recently had an issue with a customer's on Premise PBX. Calltower was able to help diagnose the problem. It was not an issue with Calltower. They were able to provide insight about an on premise device that was handing out IP addresses. Their support seperates them from the rest.
>
> *Dennis S. - Trusted Advisor*

CALLTOWER MISSION

To enable people to easily connect to...

CORE VALUES

- CALLTOWER DEDICATED
- ACTION ORIENTED
- SMART & INQUISITIVE

ASPIRATIONAL VALUES

- HUMBLE
- HUNGRY
- PEOPLE SMART

TAKE-AWAYS | CALLTOWER

Founded in 2002 (pioneer of UC)	Founded in 2002 (pioneer of UC)
24/7/365 Customer Support	Strongest SLA in the industry
Cisco Premier Partner | CCP | SP	Microsoft Gold Partner

Proven Network with Redundant Connections through Leading Providers

KEY UCaaS INTEGRATIONS

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

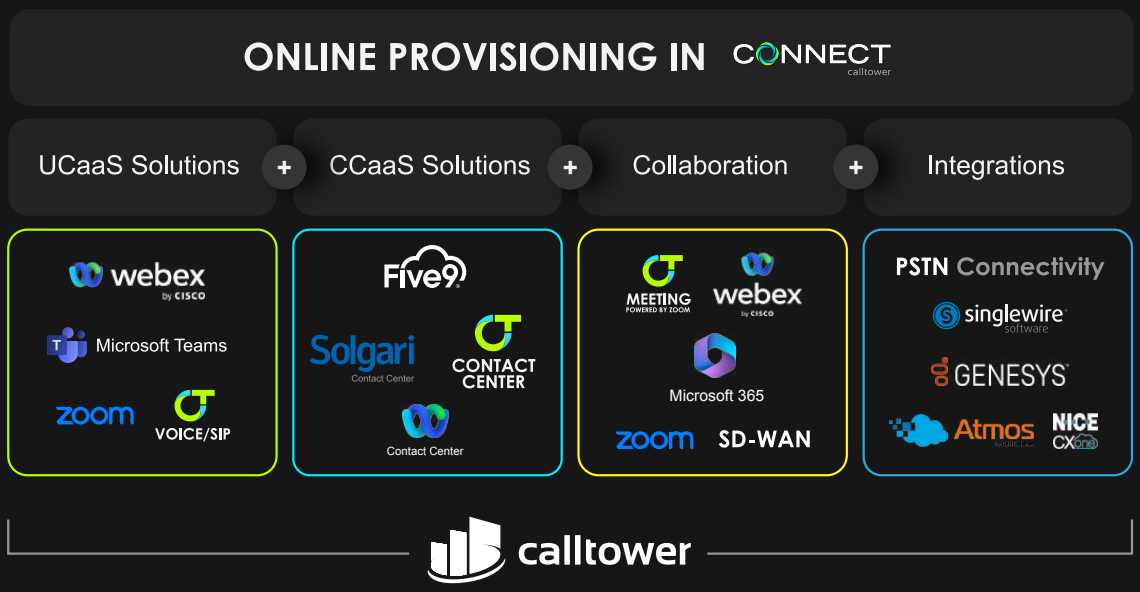
Webex Contact Center - is built to give customers the answers they need in the channel they prefer, with exceptional speed and accuracy

CT Cloud Boost - The solution provides local and global businesses with enterprise-grade, reliable performance for real-time applications like voice & video.

Call Recording - Call Recording supports organizations to manage risk and compliance better, improve quality assurance and increase productivity.

SMS Text - Send and receive SMS and MMS from Microsoft Teams with CT TEXT. Connect instantly with your contacts in Outlook, Active Directory, SharePoint, and with your MS Teams channel members.

InformaCast Fusion - mass notification system that excels in the three most critical areas of delivering effective emergency messages: speed, reach and intrusiveness.



ONE-STOP-SHOP

- Full turn-key solution
- One invoice
- One support call
- Dedicated circuits
- Fully managed handsets, headsets and conference rooms

SECURITY, STABILITY, SCALABILITY

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

PROJECT MANAGEMENT

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