

CALLTOWER & IPC - CONNEXUS® UNIGY®



Many customers who are moving to Connexus Unigy platform have already used IPC on-prem, as the platform has been around for a long time. Traditionally, organizations using a similar IPC platform with all on-prem components already have all the phone system components in house.

Today, many people want to move to the cloud for their phone system. Once they lose their on-prem phone system, they no longer have PSTN capability from the on-prem IPC system. This is because on-prem IPC systems get their dial tone through the local phone system on site. When an organization wants to move to Microsoft Teams, they lose their on-prem phone system, and they no longer have their local trunking.

To avoid that loss, organizations are moving to IPC in the cloud – which is Connexus Unigy.



Nearly all CallTower's IPC customers have made this move.

However, some of CallTower's non-IPC customers have made the switch to Connexus Unigy as well. One such customer was using on-prem Cisco Systems for years but made the switch to a hybrid solution with Connexus Unigy in the cloud and Zoom for voice calling capability.

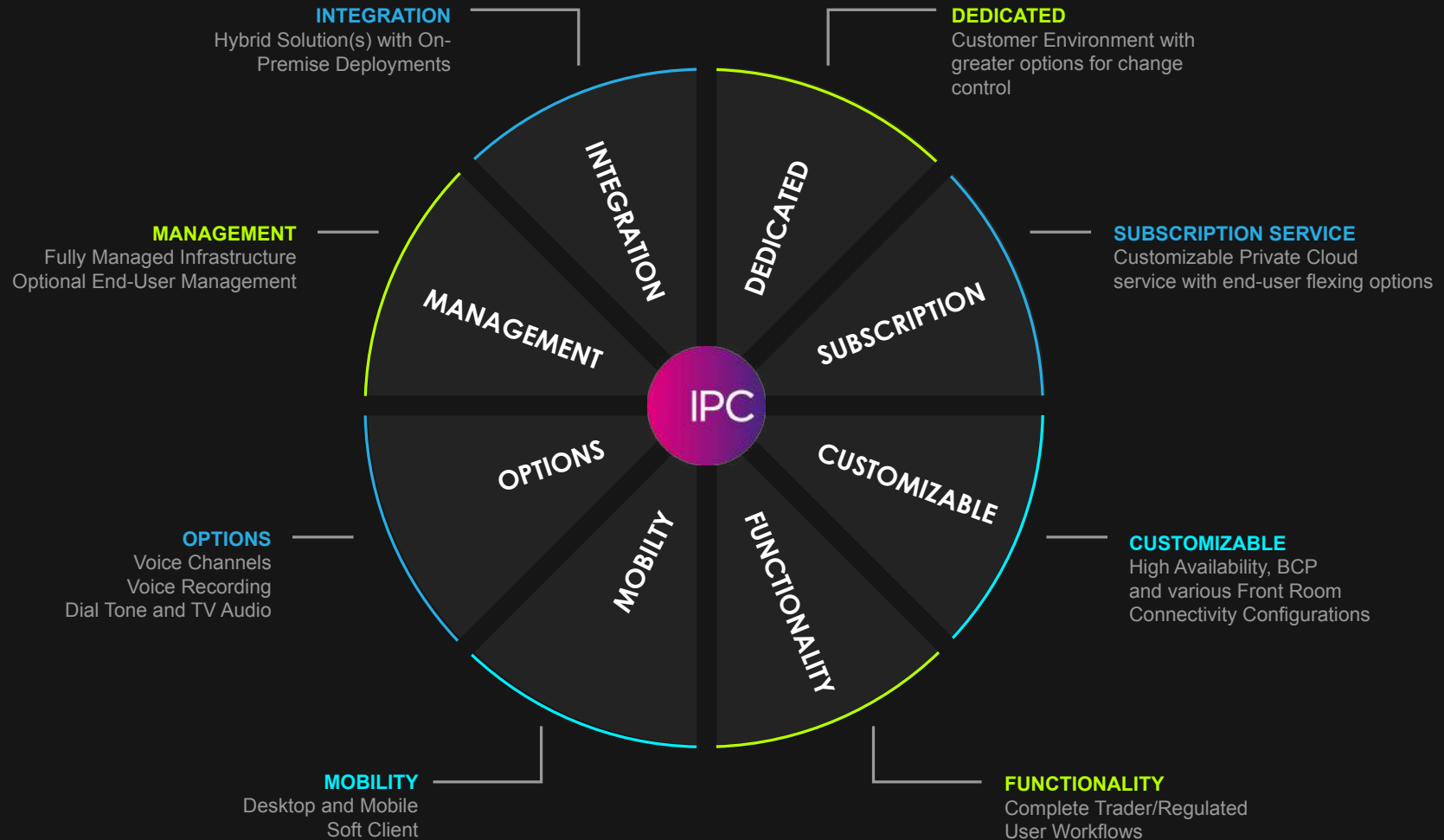
CallTower also set up translations for Connexus Unigy: in case a turret user needs to extension dial a number on Zoom, the Connexus platform translates the extension dialing to a ten-digit Zoom DID which is routed via CallTower to the PSTN. Thus, extension dialing is enabled.

Since IPC is not a phone carrier or a phone provider, they are not in the business of offering dial tone or PSTN minutes to a customer. Customers are expected to "bring-their-own-dial-tone" to use the platform – an area where CallTower excels.



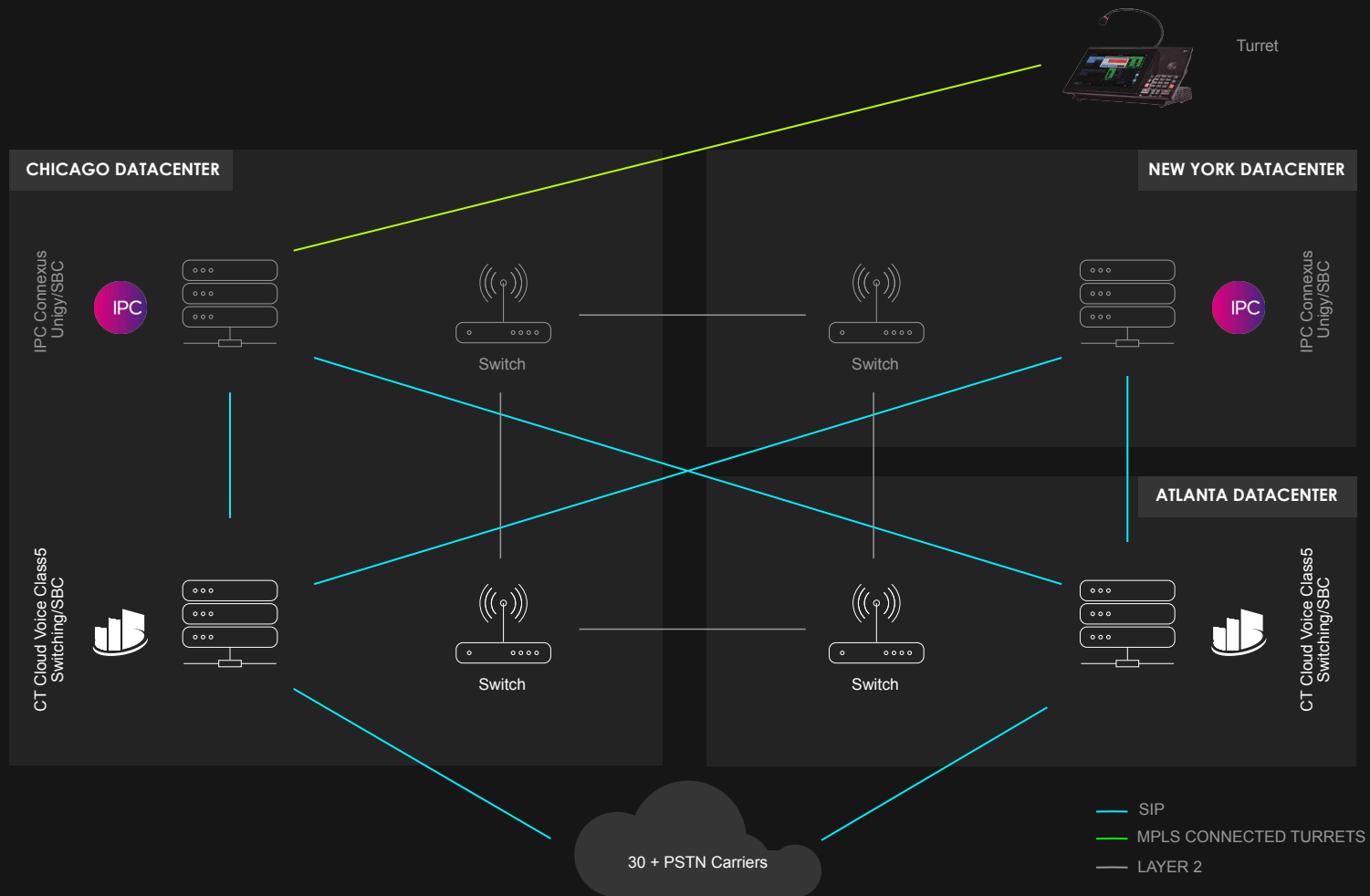
A turret is a specialized phone system used by people who work in the financial industry. It's designed for traders who experience a high volume of calls and need access to multiple lines to carry out split-second deals.

This wheel speaks to all the features and functionality of the Connexus Unigy platform – essentially everything an organization with turrets could ever need. The platform is subscription based, like a hosted model, so when an organization wants to add another turret to the system it is just like adding any new user.



NETWORK

CallTower has created a robust network using the physical connectivity between IPC data centers. When the partnership between IPC and CallTower was first broached, it was primarily housed in a single data center in Chicago. Once the solution began to grow, georedundancy was prioritized and a second data layer was created through connections Atlanta and New York City – making a well-established and fully redundant IPC service.



WHY CONNEXUS UNIGY?

IPC has been a leader in the turret space for a long time and for good reason. If you're new to the trading space and you're looking to roll out turrets in today's cloud-based environment, IPC is your best bet. The Connexus Unigy platform already has all the local and geographic redundancy to put your organization above any on-prem turret solution.

RECENT SUCCESS

CallTower has seen recent success with Connexus Unigy within the federal home loan bank industry. Most of these organizations are using Microsoft Teams, Zoom and a small handful still using an on-prem phone system – but all of them are enjoying the benefits of cloud enabled turrets.

No matter what system an organization might currently be using, companies with turret usage would benefit from a cloud-based turret system from IPC's Connexus Unigy platform.

LET'S CONNECT