BRIDGE THE GAP WITH CALLTOWER
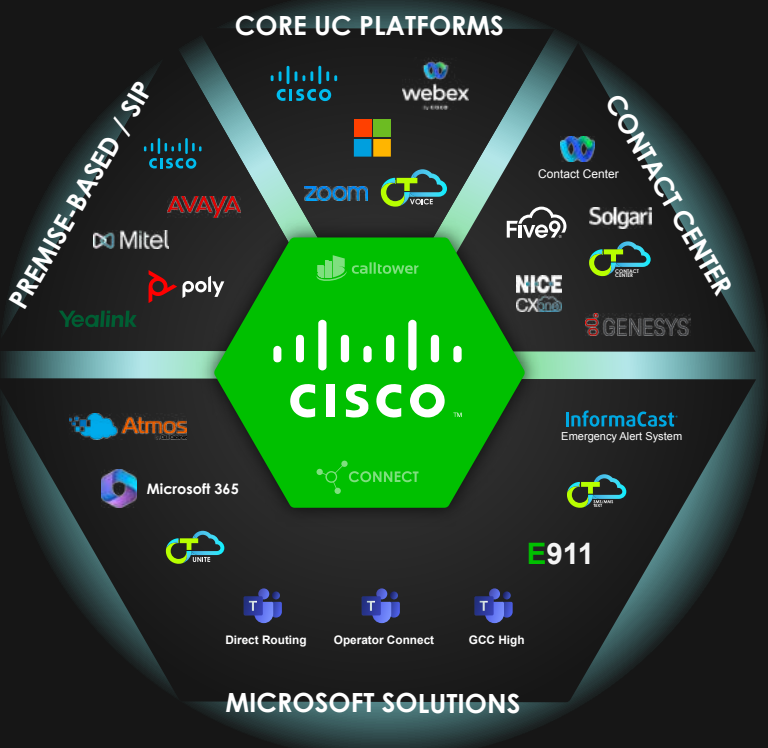
calltower

CISCO™

NOT one size fits all...

1 Expertise in on-premise to cloud migration

2 International Hybrid Webex and MSFT Teams Environments with key integrations, including Contact Center

3 White glove implementation ensuring a gradual shift in solutions enabling adoption

4 Scalable/Flexible/Customizable

5 CallTower Connect - Provisioning portal with 25+ APIs

CORE UC PLATFORMS

PREMISE-BASED / SIP

CISCO · webex · zoom · CT VOICE · AVAYA · Mitel · poly · Yealink

CONTACT CENTER

Contact Center · Five9 · Solgari · NICE CXone · CT Contact Center · GENESYS

CISCO

CONNECT

calltower

Atmos · Microsoft 365 · CT UNITE · InformaCast Emergency Alert System · CT Cloud Connect · E911 · Direct Routing · Operator Connect · GCC High

MICROSOFT SOLUTIONS

CISCO x CALLTOWER

CallTower will want to work with you on account mapping and strategy to bridge the gap between on-prem CUCM/HCS and UCaaS/CCaaS.

We want to protect and grow your business.

Currently migrating our Cisco HCS base and Cisco PaaS base to Cloud calling

Working with Cisco Distribution community (*e.g. CDW, Presidio, WWT, Scansource, TD Synnex, and more*) on migration strategies to cloud with our CCP program

Working with Traditional Master Agent Telecom community on raising awareness of full Cisco Collaboration stack

CISCO™   Cisco Premier Partner

- Partners since 2002
- Cisco Premier Partner
  - Certified Advance Collaboration Architecture Specialized Partner
  - Webex Calling / UCM
  - Operating HCS version 12.5
- First to deploy CUCM in a private cloud
- Contact center integrations since 2010
- Cisco certifications held:
  - CCENT
  - CCNA/CCDA

- Cisco certifications held:
  - Cisco Distiguished **Certified Calling Providers** for Webex
  - CCENT/ CCNA/CCDA
  - CCDP/CCNP
  - Cloud Connect for Webex Calling
    - Americas, EMEA and APAC
  - Cloud Connect for Webex Calling
  - Cisco Webex Calling (SP)
  - Cisco Webex Contact Center (SP)
  - Cisco UCM Cloud – Connected PSTN
  - Cisco SIP Trunking for legacy systems

BRIGE THE GAP WITH CALLTOWER

CASE STUDY 1

CHALLENGE: Consolidate a single cloud solution for 8500 employees across 7 countries to replace all disparate voice systems globally. Bundle with other Cisco services and equipment under a 60-month Enterprise Agreement. Move to a flexible cloud environment that can support a veracious acquisition strategy.

SOLUTION: CallTower leveraged its Cisco Webex Calling Service Provider status to deploy a comprehensive UCaaS and Contact Center solution in cooperation with the Cisco account team as a bundle with Webex Meetings. CallTower serves as the sole-source global PSTN provider with Cisco Webex Calling and Webex Contact Center, integrated via CallTower's network environment.

BENEFITS:
- Reduction of vendors
- Reduced costs
- Improved visibility and management

CASE STUDY 2

CallTower Simplifies Worldwide Communication
Network with Cisco UCM Cloud

CHALLENGE: A Global Automation Company was in the process of overcoming a major growth challenge as a global company: the consolidation of a myriad of communication systems for 24,000 employees in over 40 countries into a single solution. They have decided to transition their worldwide network to Cisco UCM Cloud Services, a flexible cloud communication environment that can be easily managed no matter the scale or scope.

SOLUTION: CallTower, in conjunction with their partners at CDW, is designing and implementing a Cisco UCM Cloud Managed Services solution. This customized service is built to work in concert with both PSTN providers and the UCM Cloud,

BENEFITS:
- Seamless Cloud Connected UCM directly into Cisco
- Reduction of vendors 25 to 3
- Procured and ported numbers in 40 countries
- Reduction of data center footprint by eliminating SBCs
- Significant Cost Savings from consolidation of vendors as well as elimination of SBC equipment and maintenance
- Eliminated client sites
- Improved visibility and management

Expertise in on premise to cloud migration with Global cloud connected PSTN