



CallTower's Guide to Microsoft Teams Direct Routing for GCC High

THE GCC HIGH FEATURE GAP

Microsoft Office 365 has four cloud environments for its users, each with a different purpose and severity. The level of screening one needs to undergo to access a specific environment will affect the type of cloud they will need to use. Since government users require more background checks and more secure environments for their data, Microsoft established new environments with levels of security in mind.

The first cloud developed was Microsoft Office 365 (Commercial), which is the cloud environment most Office 365 users use. From there, Office 365 GCC (Government Community) was established for general government users. Microsoft then developed a cloud specifically for the Department of Defense (DOD), which received authorization for impact Level 5 in Azure Government. The only issue here was that only DOD personnel were allowed into this Level 5 environment. That's why GCC High was born — this was a cloud environment for other agencies and contractors to access as well.

One major feature gap comes with GCC High: Microsoft Calling plans and audio conferencing aren't available within it. However, CallTower can provide compliant VoIP solutions, enabling DOD contractors to stay compliant with all ITAR and CMMC requirements with the use of a single platform.

OFFICE 365 GCC HIGH

GCC High is essentially a copy of the DOD cloud environment with one critical distinction: when handling classified data, environments have a high side and a low side, the high side existing so users can handle classified data. GCC High is NOT a high side environment. It received its name because it meets federal high impact requirements.

For many government standards, one must make sure anyone working in the environment meets the compliance requirements of specific government background checks. GCC High acts as a data enclave of Office Commercial.

It's compliant with:

■ DFARS

■ ITAR

■ NIST-800 171

■ NIST-800 53

Regarding feature parity: Microsoft does not offer any calling plans available in GCC High due to compliance restrictions.

CallTower is the [only proven voice provider delivering cloud-based Direct Routing in GCC High since 2019 to support Microsoft 365 GCC High \(MSFT 365 GCCH\) for government contractors that work with the Department of Defense.](#)

In alignment with Office 365 GCC High, CallTower is offering Microsoft Teams Direct Routing – a hub for team collaboration within the required security parameters.

TEAMS DIRECT ROUTING IN GCC HIGH

The GCC High environment provides compliance with set government compliance requirements, especially those concerning cloud services. With Microsoft Office 365 and CallTower's Microsoft Teams Direct Routing, these organizations will enjoy all the capabilities and collaboration of Microsoft services.

An organization or business will also enjoy the benefits that are distinctive to GCC High, including the following:

The customer content that a business or organization receives will be rationally separated from the content that you receive in the commercial Office 365 and Teams software and services

The customer content received will be saved and stored within the US

Support is provided by properly screened Microsoft staff members who will only have temporary access to the content collected after customer approval of each specific request.

GCC High will fully comply with the Federal Risk and Authorization Management Program at FedRAMP High and the security controls and control enhancements for United States Department of Defense Cloud Computing Security Requirements Guide (SRG) for information up to Impact Level 5 (L5)

Organizations leveraging Microsoft's Office 365 GCC High environments can add voice and audio conferencing to their systems with Microsoft Teams Direct Routing from CallTower. Chats and team calls are now easier as users can directly communicate with others who are not a part of the same workplace.

THE CALLTOWER ADVANTAGE

CallTower's voice-optimized network provides the service, manages the network upgrades, and integrates the technology and applications with around the clock monitoring by our Network Operations Centers. By offering redundant connections through leading providers, CallTower can connect to almost any place at any time. CallTower also provides dedicated lines and global Session Initiated Protocol (SIP) Trunking all with 24/7/365 monitored support services to ensure maximum uptime and available dynamic application failover.

**LEARN MORE ABOUT MICROSOFT TEAMS
DIRECT ROUTING FOR GCC HIGH**