

Use Case

Effortless Migration



How CallTower's Proactive Approach Streamlined SIP Services Migration, Paving the Way for Enhanced Communication and Collaboration in a Midwest Financial Organization

The challenge:

As the contract with Verizon was coming to a close, the financial services organization faced the task of finding a provider who could smoothly transition their services. They were specifically looking for a partner that could seamlessly port their numbers, then migrate them to Microsoft Teams while ensuring efficiency and minimal disruptions.

The solution:

Understanding the importance of efficiency, CallTower took a proactive approach. This process began by running tests and enabling the client to use CallTower's CT Cloud SIP solution, laying the groundwork for a seamless migration to Microsoft Teams.

The outcome:

Currently, CallTower is working diligently to complete the porting process, transferring all phone numbers from our CT Cloud solution to Microsoft Teams. The organization is thrilled with CallTower's ability to execute this change within a quick timeframe, meticulous testing, and the attention to detail provided throughout the process. They are now porting many numbers to multiple locations, setting the stage for enhanced communication and collaboration.