



Precision-Optimized Cloud Communication Solutions



Who is CallTower

CallTower is a leading cloud communications, collaboration and CX provider offering comprehensive network, technology, hardware, and voice infrastructure services. Through strategic partnerships with Best-of-Breed providers, CallTower delivers customized, vendor-agnostic solutions.



MSFT Modern Work
Solutions Partner
since 2008



Cisco Premier
Provider Worldwide
since 2002



Trusted Zoom
UC Provider

Five9

Global Resale Partner

GENESYS

Premium Partner

Why CallTower

Cost savings – via preferred partnerships and elimination/avoidance of redundant spend

Modernized infrastructure – interoperable, digital first voice that also supports analog/hardware requirements

Shorter time to value – implementations are typically completed within 60 days with minimal client labor

Reduced administrative burden – one global contact/invoice/support team for voice, Cloud Communication, CCaaS, & hardware

CallTower by the Numbers

- ✓ Founded **2002**
- ✓ **~300** Employees
- ✓ **15%** of Client Institutionally Backed
- ✓ **5,800+** Clients
- ✓ **85+** Countries of Service
- ✓ **30%** Cost Reduction for Clients

Use Cases

Healthcare

For a healthcare company with 1,000+ employees, we saved them 45% with a seamless migration to calling plans using their existing **MS Teams** setup and added premium analytics for additional savings from deeper insights.



Insurance

For an insurance company with 1,200 employees, we successfully implemented **Teams Operator Connect** and helped the company save money by implementing the concurrent call path method.



MSP

For a 1,200 employee MSP in the legal space we modernized infrastructure and enabled new features, including outfitting India-based CX team with US numbers, ultimately saving 58% annually on telephony costs.



Banking

For a banking company in Florida, we helped them transition from on-premises communication to cloud-based, using **Five9 Contact Center and MS Teams Operator Connect**, optimizing their communication and customer engagement.



Energy

For an energy company with 1,000 employees, we implemented **CT Cloud SIP to integrate their Genesys contact center with MS Teams**, enhancing their communication capabilities.



Retail

For a retail company with 200 employees, we upgraded their **Cloud Communication solution to MS Teams** in just 40 days, including a migration to MS Teams Voice, and prepped the company for a future contact center integration.



Government/GCC High

Benefits Highlights:

- CallTower is the only provider enabling cloud-based Teams voice and audio conferencing in GCC High
- CallTower's monitoring and management services provide the highest quality user experience
- Platform and network are completely optimized for voice
- Re-route phone numbers during Microsoft outages
- 24/7/365 support
- Emergency services in 36 international countries
- Seamless porting from any platform
- No networking or edge equipment needed

Use Cases

Aerospace

For an aerospace company with 14,000 employees, we implemented **GCC High Direct Routing** to streamline communications across the company

Defense

For a defense company in Texas, we provided them with **Teams GCC High** for security and compliance, as well as the tools to manage their own porting migration

CallTower Connect

CallTower Connect is proprietary middleware facilitating integration and provisioning across the entire voice estate from a single pane of glass. Provides scalable voice infrastructure to meet growth needs like footprint expansion, personnel changes, and acquisition integration.

