



How CallTower's Webex Offering Transforms State and Municipal Government Communication

In today's state and local government environment, seamless communication is vital for public service delivery and improving operational efficiency. Yet, many government agencies face persistent challenges, such as fragmented systems, compliance risks, limited mobility, outages, lack of actionable insights, and device complications, that can hinder public services and lead to frustration for government officials and constituents alike. **Fortunately, CallTower's Webex by Cisco offering is purpose-built to tackle these communication pain points, providing government leaders and IT leaders with a robust, secure, and unified platform.** Here, we will explore these key communication obstacles in state and local government and demonstrate how CallTower's Webex suite delivers target solutions, driving better outcomes for citizens and officials.

Fragmented/Disconnected Communication

State and local government environments often rely on a patchwork of communication tools, from phone systems and radios to emails and messaging apps, which operate in silos. This fragmentation leads to missed messages, delayed responses, and unnecessary errors, all of which can compromise public service delivery and government employee coordination. The lack of a unified platform also burdens IT departments with managing multiple systems, increasing complexity and support costs.

Webex by Cisco solves this problem by unifying calling, messaging, meetings, and collaboration into a single cloud-based platform. With Webex Calling, state and municipal teams can communicate seamlessly across devices and locations, ensuring everyone has access to the same information in real time. This streamlined approach reduces miscommunication and information silos, accelerates decision-making, and supports coordinated public service, all while simplifying administration for IT teams.

Mobility Limitations

Government officials are constantly on the move, from field inspections, emergency response, site visits, and community outreach. Rigid communication systems tied to physical workstations or desk phones hinder responsiveness and reduce productivity, forcing officials to juggle multiple devices or use unreliable mobile applications. Effective public service demands flexible and reliable tools that support mobility without sacrificing security or accessibility.

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Interrupted/Downed Communication

Communication outages, whether due to network failures, technical issues, or natural disasters, can have serious consequences in state and local government. Delays or interruptions can disrupt public safety, emergency response, and critical services. Legacy communication systems often lack the resilience required to maintain operations during unexpected failures, leaving government officials vulnerable to operational disruptions and costly downtime.

CallTower's One-Click Failover for Webex ensures business continuity by providing rapid failover capabilities in the event of service interruptions. With a single click, communications that are interrupted by outages or natural disasters are rerouted to backup systems, minimizing downtime and maintaining connectivity for essential teams. Combined with CallTower's redundant infrastructure, this approach ensures that government officials can continue public service delivery during emergencies, safeguarding organizational continuity.



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Uninformed Decisions

Government agencies generate vast amounts of communication data, yet many struggle to transform this data into actionable insights. Without visibility into communication patterns, performance metrics, and operational trends, decision-makers are left relying on incomplete information. This lack of insight can lead to inefficiencies, poor resource allocation, and missed opportunities to improve public service delivery and administrator productivity.

CallTower's CT Analytics for Webex addresses this issue by empowering leaders with real-time, data-driven insights into communication usage, performance, and trends. With intuitive dashboards and customizable reports, government agencies and IT teams can identify bottlenecks, measure adoption, and make informed decisions that drive efficiency and enhance public service delivery. This visibility transforms communication from a cost center into a strategic asset and ensures communication strategies align with organizational goals.

> Device Migration Issues

Upgrading or migrating communication systems can disrupt workflows, create compatibility issues, and demand significant IT resources. In state and municipal government, these disruptions can impede service delivery and frustrate users who depend on reliable tools for their daily tasks. For IT teams already stretched thin, managing device transitions can become a significant burden, delaying the adoption of more advanced communication solutions.

CallTower simplifies device migration and management through Phonism, a multi-vendor device management solution. Phonism enables centralized configuration, provisioning, and management of devices across environments, reducing time and effort required to deploy and maintain communication systems. This efficiency ensures that government agencies can transition to Webex more efficiently, minimize disruptions, and ensure a smoother path to modern, cloud-based communications.

Transform State and Local Government Communication Today

Government agencies must overcome complex communication challenges to deliver public services. CallTower's Webex by Cisco offering provides a comprehensive solution that addresses these challenges by unifying fragmented systems, ensuring compliance, and enabling mobility. CallTower's expertise and key integrations further extend Webex's capabilities by safeguarding continuity, delivering actionable insights, and simplifying device management. All together, these powerful features empower government teams to streamline operations and make smarter decisions, resulting in a connected, agile, and future-ready communication environment. For government and IT leaders, CallTower's Webex offering is more than just a communication tool; it's a catalyst for better public service outcomes in state and local government.