

CALLTOWER DELIVERS VOICE ENABLED MICROSOFT 365 FOR GCC HIGH ORGANIZATIONS

**VOICE ENABLING MICROSOFT 365 GCC HIGH FOR
GOVERNMENT AGENCIES AND CONTRACTORS**

CASE STUDY

**CUSTOMER: [UNDISCLOSED
GOVERNMENT AGENCY]**

ABOUT [UNDISCLOSED GOVERNMENT AGENCY]

This undisclosed government agency is a critical component of the United States intelligence community, including top-level budgetary and advisory roles for intelligence matters related to national security. The goal of this agency is to integrate and coordinate multiple intelligence agencies and sources in defense of the homeland and of United States interests abroad.

THE CHALLENGE

Like any other organization working to adjust to work and life in the covid age, government contractors need to ready themselves with the tools of mobile and modern communication – all without sacrificing security. A recently mandated requirement (OMB M-22-09) calls for the implementation of Federal Zero-Trust Architecture (ZTA), a security paradigm that combines strict identity verification and explicit permission for every person or entity attempting to access or use network resources, regardless of whether the person or entity is in “inside” an enterprise's network perimeter or remote. M-22-09 also has strict data encryption requirements.

In short, the regular version of Microsoft 365 requires security enhancements for contractors and agencies who operate under the new M-22-09 mandated security controls. In order to achieve the communicative and collaborative power of Microsoft Teams and its various integrations, they will need to find a vendor with the proper qualifications and security measures to provide Microsoft 365 GCC High – a version of Microsoft 365 designed with these needs in mind.

This organization was referred by Microsoft to Bruce Hargrave and his team at Team Consulting Inc (TCI) for their invaluable know-how on securing a Microsoft 365 GCC High provider. TCI quickly landed on a provider: CallTower, a global leader in delivering cloud-based enterprise-class unified communications. CallTower has been implementing Microsoft 365 GCC High for years with great success.

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THE SOLUTION

TCI and CallTower combined their respective expertise to iron out all the security requirements and implementation procedures. Understandably, there are multiple challenges for an organization to meet the rigorous security controls to be M-22-09 compliant. However, as a long-time GCC High provider, CallTower was able to anticipate issues, manage expectations and hiccups, and make the right calls to get GCC High up and running in a timely manner.



CallTower's voice-enabled Microsoft 365 GCC High solution fills a void in the government sector that is currently filled with limitations," noted CallTower CRO William Rubio. "We enable and remove these limitations for our valuable government contractor community to easily connect and collaborate-which is central to our mission. We're proud that CallTower's technology and experts can deliver such an effective and secure solution and service this government sector."



“Microsoft 365 GCC High will help our Federal Government clients meet the Office of Management and Budget (OMB) mandated M-22-09 requirement to move towards a Federal Zero-Trust Architecture (ZTA) and data encryption standards,” explained Team Consulting Inc. Bruce Hargrave, CEO. “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).”

THE RESULTS

After CallTower’s white-glove implementation process concluded, the government organization could finally make the most of the tools and communication strength of a secure Microsoft 365 solution. In particular, the organization enjoyed the usage of Teams-enabled audio conferencing for regular meetings with internal teams and external partners.

With the combined power of CallTower’s Direct Routing telephony and robust and secure Microsoft 365 GCC High options, the organization can now facilitate dial-in conferencing and PSTN calling through Microsoft Teams just as they would in the commercial version of Microsoft 365. Microsoft 365 GCC High with all its key integrations available through CallTower will enable critical and security sensitive government contractors to be more interconnected and collaborate more effectively.

After their experience together on this matter, CallTower and TCI worked together to apply for and be awarded a GSA Schedule to smooth out the Microsoft GCC High acquisition process. The GSA Schedule, also known as Federal Supply Schedule, and Multiple Award Schedule (MAS), is a long-term governmentwide contract with commercial companies that provide access to millions of commercial products and services at reasonable prices to the government. This contract will save potential CallTower government customers time and money through pre-negotiated pricing and simplified government subcategorization and Special Item Number (SINs) coding.

The GSA Schedule gives customers access to a streamlined acquisition process for obtaining services through a Government Wide Acquisition Contract (GWAC). In addition, TCI's SBA 8(a) certification small business program allows federal government customers sole source contracts up to \$4.5 Million. This will drastically speed up the technology implementation timeline and reduce customers' procurement lifecycle.



"We are incredibly excited to be awarded a GSA schedule in order to provide our government customers with a smooth and streamlined purchasing experience," said William Rubio, CallTower's Chief Revenue Officer. "We know that this will open the door for many new organizations to experience the enterprise-class UCaaS and CCaaS solutions and support that only CallTower can offer."

ABOUT CALLTOWER

Since its inception in 2002, CallTower has evolved into a global cloud-based, enterprise-class Unified Communications, Contact Center and Collaboration solutions provider for growing organizations worldwide.

CallTower provides, integrates and supports industry-leading solutions, including Operator Connect Microsoft® Teams, Teams Direct Routing, GCC High Teams Direct Routing, Office 365, Cisco® Webex Calling, Cisco® CCPP, Zoom (BYOC), Zoom Phone, CT Cloud UCaaS and four contact center options, including Five9 for business customers.