



## 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.

