

Workplace as a Service (WPaaS)

UCaaS + Contact Center Combined: Workplace as a Service

Break down silos with WPaaS. Combine UCaaS and Contact Center to streamline IT, enhance CX, and unlock real ROI—CallTower makes it seamless.

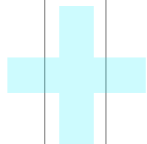
SECTION 1: THE EVOLUTION OF THE MODERN WORKPLACE

What Is Workplace as a Service (WPaaS)?

Workplace as a Service (WPaaS) is the strategic convergence of:

- **Unified Communications as a Service (UCaaS)**
- **Contact Center as a Service (CCaaS)**

Delivered through a single, integrated, cloud-based platform.



Instead of managing fragmented tools, vendors, and infrastructures, WPaaS creates a **fully connected ecosystem** where:

- Employees collaborate seamlessly
- Customer interactions are streamlined
- IT complexity is dramatically reduced

Delivered through a single, integrated, cloud-based platform.

At CallTower, WPaaS is not just bundling solutions—it's about **engineering synergy** between communication and customer experience technologies.

Why WPaaS Matters Now

Organizations today face increasing pressure to:

- Deliver better customer experiences
- Enable flexible, hybrid workforces
- Reduce IT burden and operational cost

Yet most are still operating in silos:

- Disconnected UC platforms
- Standalone contact centers
- Complex integrations that break or require constant maintenance

WPaaS eliminates these silos.

The Power of Integration (Not Just Aggregation)

When UCaaS and CCaaS operate together:

- Agents become collaborators
- Back-office teams directly impact customer outcomes
- Data flows seamlessly across the organization

Example Impact:

- A contact center agent can instantly pull in a subject matter expert via Teams, Zoom, or Webex
- Customer context follows the interaction across channels
- Internal communication accelerates resolution times

This is where WPaaS begins to “open a can” of productivity...

Call it what it sounds like—WPaaS. Because when everything finally works together, your business is basically “opening a can of WPaaS” on inefficiency, downtime, and bad customer experiences.

CallTower's WPaaS Advantage

CallTower delivers WPaaS through:

01

Leading UCaaS platforms: Microsoft Teams, Webex Calling, Zoom Phone

02

Leading CCaaS platforms: Five9, Genesys Cloud CX, Webex, Zoom and Teams Ascend

03

Global PSTN, SIP, and advanced routing

04

Deep integration expertise across ecosystems

All unified under **one provider, one support model, one strategy.**

Simplifying IT Operations

Traditional environments create unnecessary strain on IT teams:

Challenge	Traditional Model	WPaaS Model
Vendors	Multiple Providers	Single Partner
Integrations	Custom + Fragile	Pre-Integrated
Management	Receive + Manual	Centralized + Streamlined
Support	Disjointed	End-to-End Ownership

With CallTower WPaaS, IT gains:

- A single point of accountability
- Reduced infrastructure management
- Faster deployment cycles
- Predictable scaling

Efficiency Gains That Matter

WPaaS reduces operational friction across the organization:



For IT Teams: Less time managing vendors and troubleshooting integrations and more time focused on innovation and strategic initiatives



For Employees: Unified tools reduce context switching and faster collaboration across departments



For Customer-Facing Teams: Integrated communications improve first-contact resolution and better visibility into customer interactions

The ROI of WPaaS

Combining UCaaS + CCaaS doesn't just simplify—it delivers measurable results.

Cost Reduction

- Eliminate redundant systems
- Reduce vendor overhead
- Lower infrastructure and maintenance costs

Productivity Gains

- Faster decision-making
- Real-time collaboration between teams
- Reduced downtime and friction

Customer Experience Improvements

- Unified data drives personalized interactions
- Faster issue resolution
- Consistent omnichannel engagement

Scalability Without Complexity

- Easily add users, locations, or features
- Support growth without re-architecting systems

Why CallTower for WPaaS | Built for Real-World Deployment

Technology alone doesn't deliver outcomes—**execution does**. CallTower differentiates WPaaS through:

Expert Implementation

- Proven methodologies for UCaaS + CCaaS deployment
- Tailored configurations based on business needs
- Seamless migration from legacy environments

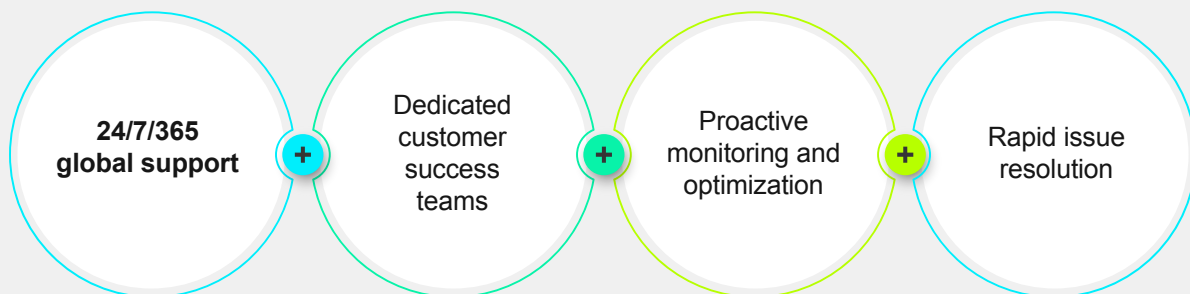
Deep Platform Expertise

- Microsoft Teams
- Cisco Webex
- Zoom
- Leading contact center platforms

CallTower ensures these technologies **work together—not just coexist**.

White-Glove Support That Delivers

CallTower's support model removes friction at every stage:



This is critical for WPaaS—because when systems are interconnected, **support must be unified too**.

Continuous Optimization

WPaaS is not a one-time deployment. CallTower ensures it evolves with your business:

- Ongoing performance tuning
- Adoption support and training
- Feature updates and innovation guidance

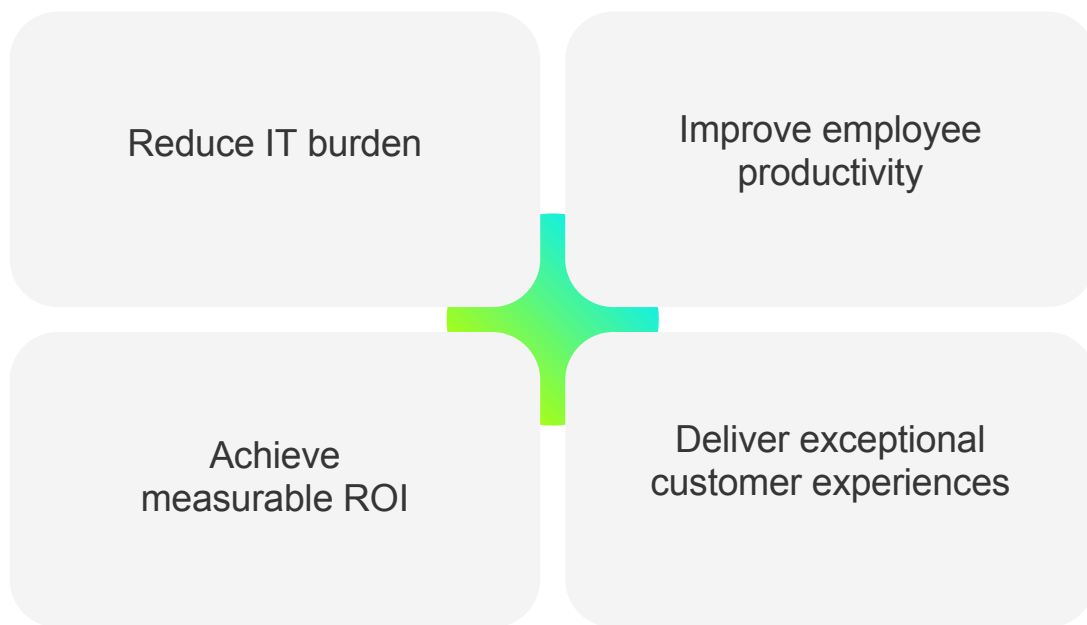
Your workplace environment becomes a **living, improving system—not static infrastructure**.

Why Organizations Choose CallTower WPaaS



Final Takeaway

Workplace as a Service is more than a technology shift—it's a **business transformation**. By combining UCaaS and CCaaS into one cohesive solution, organizations can:



And with CallTower, you're not just deploying technology—you're unlocking its full potential.

Because when everything works together... you're not just upgrading your workplace. You're opening a can of WPaaS on inefficiency and complexity.

Let's see how Workplace as a Service can benefit your organization today!

Let's Connect

Click here for a free consultation from the CallTower Team