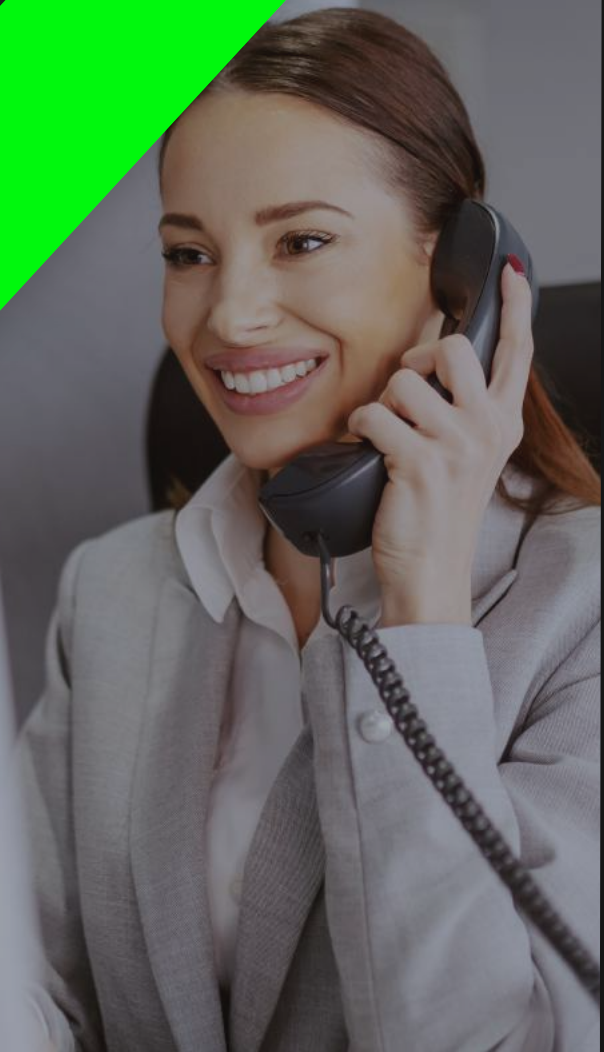


# THE CALLTOWER ADVANTAGE

STAY **CONNECTED**, STAY **AHEAD**

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CallTower empowers business customers with Unified Communications, Contact Center and Collaboration solutions, changing the way people communicate around the world.



# Our mission is to enable people to easily connect...

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 Microsoft® Teams Direct Routing, Operator Connect, Office 365, GCC High Teams Audio Conferencing and PSTN, Cisco® Webex Calling / UCM, Cisco® CCPP, CT Cloud UCaaS, CT Cloud Meeting powered by Zoom and four contact center options, including Five9 for business customers.

## ONLINE PROVISIONING IN

UCaaS Solutions



CCaaS Solutions



Collaboration



Integrations



PSTN Connectivity



calltower

# KEY UCAAS INTEGRATIONS.

Enterprise Quality - Feature-Rich Solutions.

CallTower ensures that businesses reach their full communication potential and stay competitive, with the most advanced capabilities in today's quickly evolving marketplace. With easy to use business communication technology, we enhance strategic and business operational effectiveness by integrating scalable cloud-based paramount Unified Communications communication solutions while reducing overall cost in telecom spend.

## UCaaS + Key UCaaS Integrations + Devices = Turnkey Solution

### Key UCaaS Integrations

Contact Center

CRM

UC Analytics

SD-WAN

Conferencing

Operator Console

Hybrid Connectivity

Analog Devices

### Devices

Desk Phones

Soft Phones

Huddle Room Devices

Large/Small Conference Room Devices

*and more...*



**GLOBAL REACH** - Expanded reach to more than 70+ countries



## THE CALLTOWER TEAM

Our Customers Matter Most.

CallTower ensures that businesses reach their full communication potential and stay competitive, with the most advanced capabilities in today's quickly evolving marketplace. With easy to use business communication technology, we enhance strategic and business operational effectiveness by integrating paramount Unified Communications solutions while reducing overall cost in telecom spend.

## WE ARE HERE TO HELP

CallTower's solution experts are available 24/7/365 via phone, email and chat. We also have an array of helpful tips at [uc.solutions](https://www.calltower.com/uc.solutions) to help you answer questions fast.

## 24/7/365 DEDICATED CUSTOMER SERVICE

Our unmatched implementation, training and support teams have deployed and supported thousands of users, enabling solutions around the corner and across the globe. All projects receive a designated product manager who secures a seamless implementation and training success plan.

# DEDICATED CUSTOMER SERVICE

CallTower customers are further empowered by their Customer Success Team. This team works closely with the customers to deliver streamlined processes.

**PRODUCT ENGINEERS** ensure solutions meet the needs of the customer today and looking forward.

**SOLUTION ARCHITECTS** customize UCaaS design plans to achieve customers goals

**PROJECT MANAGEMENT** delivers white-glove strategic management

**SOLUTION TRAINING** ensures users receive training on-site, online, and/or on-demand. We offer training options that meet the needs of your growing company.

**CLIENT SUCCESS MANAGERS** pick up right after your solutions are fully implemented. Our Client Success Managers are an extension of your IT team, working in-sync with your business as your dedicated resource.

**REPORTING** UC Analytics through Connect delivered in real-time | Salesforce.com Integration for ticket

**24/7/365 SUPPORT** for your CallTower solutions, including phones, equipment and contact center



CallTower made the transition to Teams Direct Routing Phone System seamless for our users. By performing all the necessary setup in Office 365 prior to, and at the time of, the migration, and conducting training sessions for our users, they provided a real turnkey solution for our new phone system.

- Allen Press, System Administrator Supervisor, Richard Wilhite



CallTower Connect is built from the ground up for speed and ease of use. The application is launched from a web browser, or mobile app by an end user or company administrator to add or manage CallTower solutions.

CallTower enables our Customers to manage rapidly changing technologies through Connect - a user-friendly portal, created and developed in-house. This proprietary system ensures our customers can administer services without expertise in any one technology or hiring outside consultants to manage their communication platforms.

Admin/User Portal

Hunt Groups

Voicemail

Analytics

Password Sync

Auto Attendants

Email

Sync with your Office 365 Tenant

Audio Conferencing

# CALLTOWER'S PARTNERSHIPS.

Which Solution Fits Best?



- Certified SPLA Partner Since 2008
- Cloud Service Provider Since 2014
- Teams Direct Routing Since 2018
- GCCH Teams Direct Routing Since 2020
- Operator Connect Launch Sep 2021
- Top 100 CSP Growth Partners 5-Years Running

- Hosted PBX UC and SIP-Trunking
- Class5 Telco Switching, Geo Redundant & Carrier Grade
- Video Conferencing, Powered by Zoom
- Key integrations of CRM integration, CCaaS, Voice Compliance Recording, CT Communicator branded softphone for desktop, tablet, and mobile

- Partners since 2002
- Cisco Premier Partner
- Certified Cisco Webex Calling for VARs – Cloud Connected PSTN (CCPP) | Americas, EMEA & APAC
- Certified Advance Collaboration Architecture Specialized Partner
- Webex Calling / UCM
- Webex Contact Center
- Cisco certifications held: CCENT, CCNA/CCDA, CCDP/CCNP, CCPP, SP

CallTower enhances our clients' strategic and operational capabilities by integrating VoIP service, mobile applications, email hosting, unified messaging, instant messaging, audio, web and video conferencing, collaboration tools, contact center, cloud services and global networks solutions into one reliable platform.

## STRATEGIC PARTNERS



Microsoft



metaswitch



Yealink



zoom



## CALLTOWER'S NETWORK

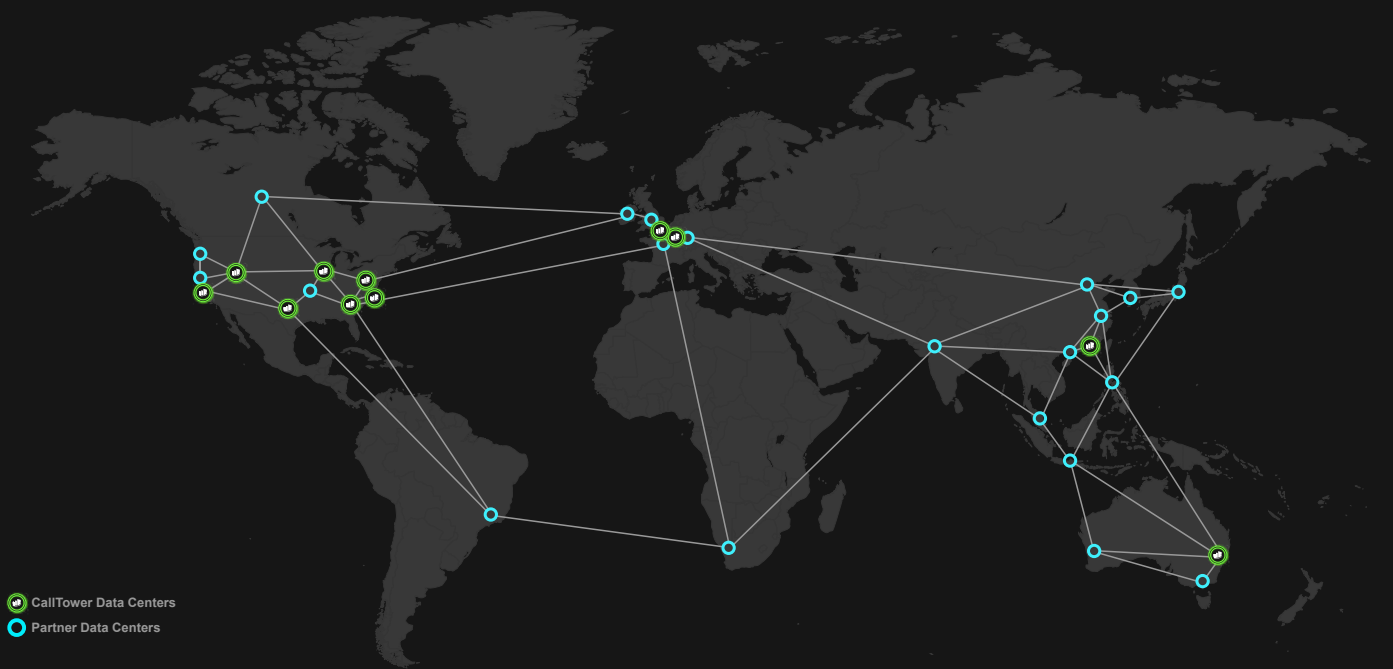
Robust & Redundant Global Network.

We provide the service, manage the network upgrades and integrate the technology and applications into your business with around the clock monitoring by our Network Operations Centers. With a robust global network offering redundant connections through leading providers, CallTower can connect to almost any place at any time. We also provide Multi-Protocol Label Switching (MPLS), dedicated lines and global Session Initiated Protocol (SIP) Trunks all with 24x7x365 monitored services to ensure maximum uptime and available dynamic application failover.

## DYNAMIC VOICE REDUNDANCY SOLUTIONS

Outages and downtime cost you time and money. You deserve multiple paths to ensure 100% voice uptime. CallTower's expanding offering includes a wide range of circuit providers to offer carrier diverse flexibility and peace of mind, including, One-Click Failover.





When reviewing a vendor to support your on premise PBX client, there is no better choice than Calltower. It is not simply the ease of installation and the five nines reliability, it is all about the ongoing support. Recently had an issue with a customer's on Premise PBX. Calltower was able to help diagnose the problem. It was not an issue with Calltower. They were able to provide insight about an on premise device that was handing out IP addresses. Their support seperates them from the rest.

*Dennis S. - Trusted Advisor*

# CALLTOWER MISSION

To enable people to easily connect to...

## CORE VALUES

CALLTOWER DEDICATED

ACTION ORIENTED

SMART & INQUISITIVE

## ASPIRATIONAL VALUES

HUMBLE

HUNGRY

PEOPLE SMART

## TAKE-AWAYS | CALLTOWER

Founded in 2002 (pioneer of UC)

Founded in 2002 (pioneer of UC)

24/7/365 Customer Support

Strongest SLA in the industry

Cisco Premier Partner | CCPP | SP

Microsoft Gold Partner

Proven Network with Redundant Connections through Leading Providers

# KEY UCaaS INTEGRATIONS

**Five9** - Get all the benefits of feature-rich, on-premise Contact Center systems with none of the hassle.

**CT Cloud Contact Center** - Fully-featured, Powerful and Complete End-to-end Cloud Contact Center

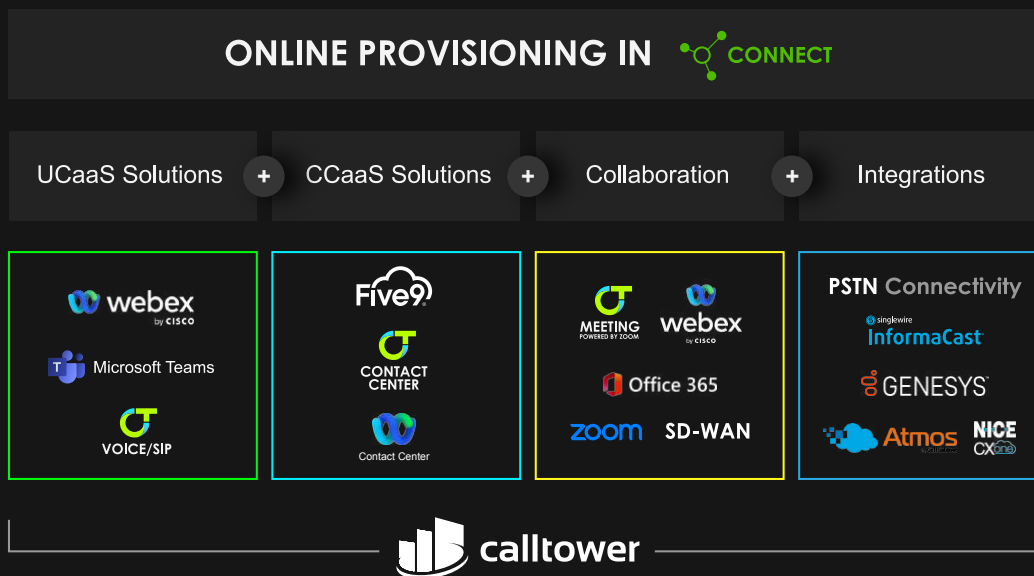
**Webex Contact Center** - is built to give customers the answers they need in the channel they prefer, with exceptional speed and accuracy

**CT Cloud Boost** - The solution provides local and global businesses with enterprise-grade, reliable performance for real-time applications like voice & video.

**Call Recording** - Call Recording supports organizations to manage risk and compliance better, improve quality assurance and increase productivity.

**SMS Text** - Send and receive SMS and MMS from Microsoft Teams with CT TEXT. Connect instantly with your contacts in Outlook, Active Directory, SharePoint, and with your MS Teams channel members.

**InformaCast Fusion** - mass notification system that excels in the three most critical areas of delivering effective emergency messages: speed, reach and intrusiveness.



## ONE-STOP-SHOP

- Full turn-key solution
- One invoice
- One support call
- Dedicated circuits
- Fully managed handsets, headsets and conference rooms

## SECURITY, STABILITY, SCALABILITY

- Benefits of OPEX vs CAPEX
- One platform to monitor
- End-to-end private cloud environment
- Faster troubleshooting

## PROJECT MANAGEMENT

- No finger pointing between solution providers
- One project team for design/changes
- Faster deployment times
- Easy-to-use solution management tool