![calltower logo] **calltower**

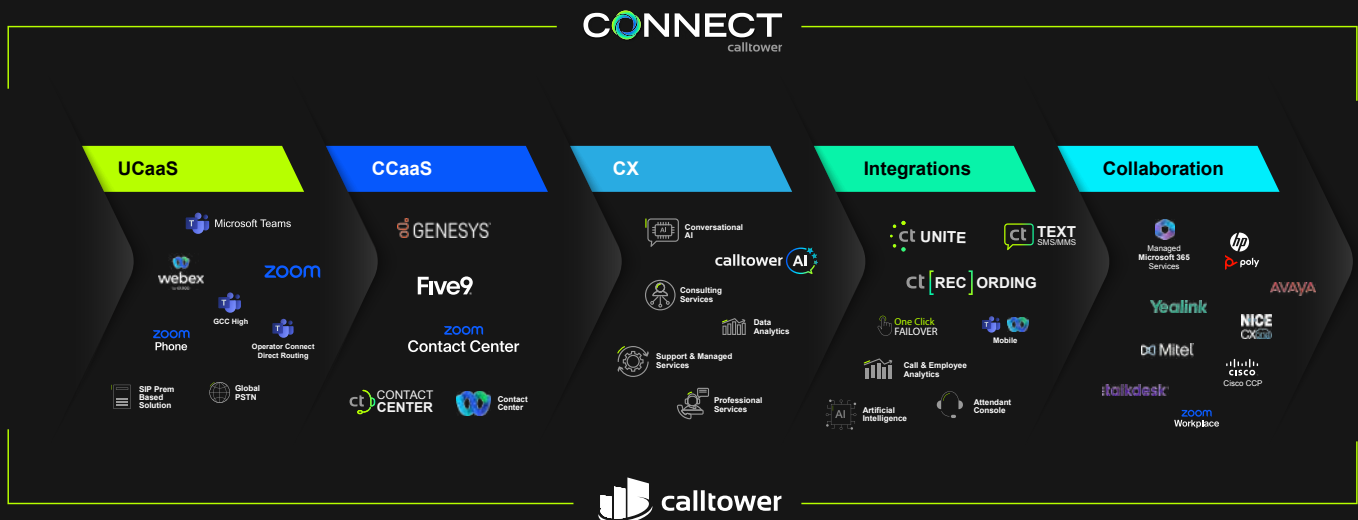# The CallTower Advantage

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

CONNECT
calltower

| UCaaS | CCaaS | CX | Integrations | Collaboration |

calltower

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

Experience seamless, intelligent communication with CallTower, your trusted cloud communications provider.

CallTower specializes in:

- Unified Communications
- Collaboration
- Contact Center

- Conversational AI
- End-to-end Professional & Managed Services
- Exceptional Customer Experience (CX)

Our innovative solutions are designed to meet your unique business needs:

- Streamline Workflows
- Optimize IT Infrastructure
- Proactive Management
- Strategic Guidance
- Scalable for Easy Growth

Redefine the way your organization communicates with CallTower—where innovation and expertise unite to drive meaningful connections and lasting success.

Contact Center Professional And Support Services

At CallTower, we're dedicated to helping you optimize and elevate your contact center operations.

Our **Professional Services** team works closely with you to ensure a **seamless implementation and integration process**. With over a thousand successful projects under our belt, we tailor solutions to fit your unique business needs, guiding you from planning and configuration to go-live support and beyond.

Our **Support Services** are designed to meet you where you are, offering flexible packages—Professional, Premium, and Elite—that provide everything from 24/7/365 support to proactive system monitoring and incident management. **As certified partners of Genesys and Five9, we bring you cutting-edge tools like AI, CRM integrations, and omnichannel communication enhancements.**

Whether you need staff augmentation, managed services, or personalized customer service, we're here to ensure your contact center is ready to tackle today's challenges and seize tomorrow's opportunities.

Optimize your omnichannel communications through:

Virtual or Remote Work Capabilities

CRM, ERP, Ticketing System, 3rd Party Integrations

Voice Recognition

Business Tool Optimization

Chat and Email Integration

Artificial Intelligence

Customer Self-Service Tools

Data Analytics

Connect Your Contact Center to:

Telephony	CRM	Unified Communications

Self-Service Applications	Chatbots & Voicebots

Key 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 solutions while reducing overall cost in telecom spend.

Key Integrations + Devices = Turnkey Solution

Key Integrations

One-Click Failover

Dynamic E911

CT Text | WhatsApp

CT Recording

CT Fax | MasterFax

CallTower Analytics

eSIM | Teams Mobile and Webex Go

CT SIP

CT Unite

Microsoft 365

Microsoft Copilot

Microsoft Teams Premium

Entra Sync

Attendant Console

Phonism

CT Boost | SD-WAN

Voice Redundancy

Analog Device Support

and more...

Devices

Desk Phones

Soft Phones

Huddle Room Devices

Large/Small Conference Room Devices

and more...

GLOBAL REACH - Expanded reach to more than 85+ 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, global marketplace. With easy to use business communication technology, we enhance strategic and business operational effectiveness by integrating paramount Unified Communications and Contact Center 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 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.

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 Unified Communications 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

CONNECT®
calltower

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.
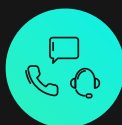
Admin/User Portal

Hunt Groups

Voicemail

Auto Attendants

Password Sync

Analytics

Email

Sync with your Office 365 Tenant

Audio Conferencing

CallTower Partnerships

Which Solution Fits Best?

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.

Microsoft Solutions Partner — Modern Work

- 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

ct

- 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

CISCO Powered — Premier Provider Worldwide

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

Strategic Partners

Microsoft   CISCO   zoom   GENESYS

Five9   Yealink   metaswitch   poly

scansource   bigleaf networks   Atmos

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.

Countries within CallTower's Reach

Two CallTower Datacenters

One CallTower Datacenter
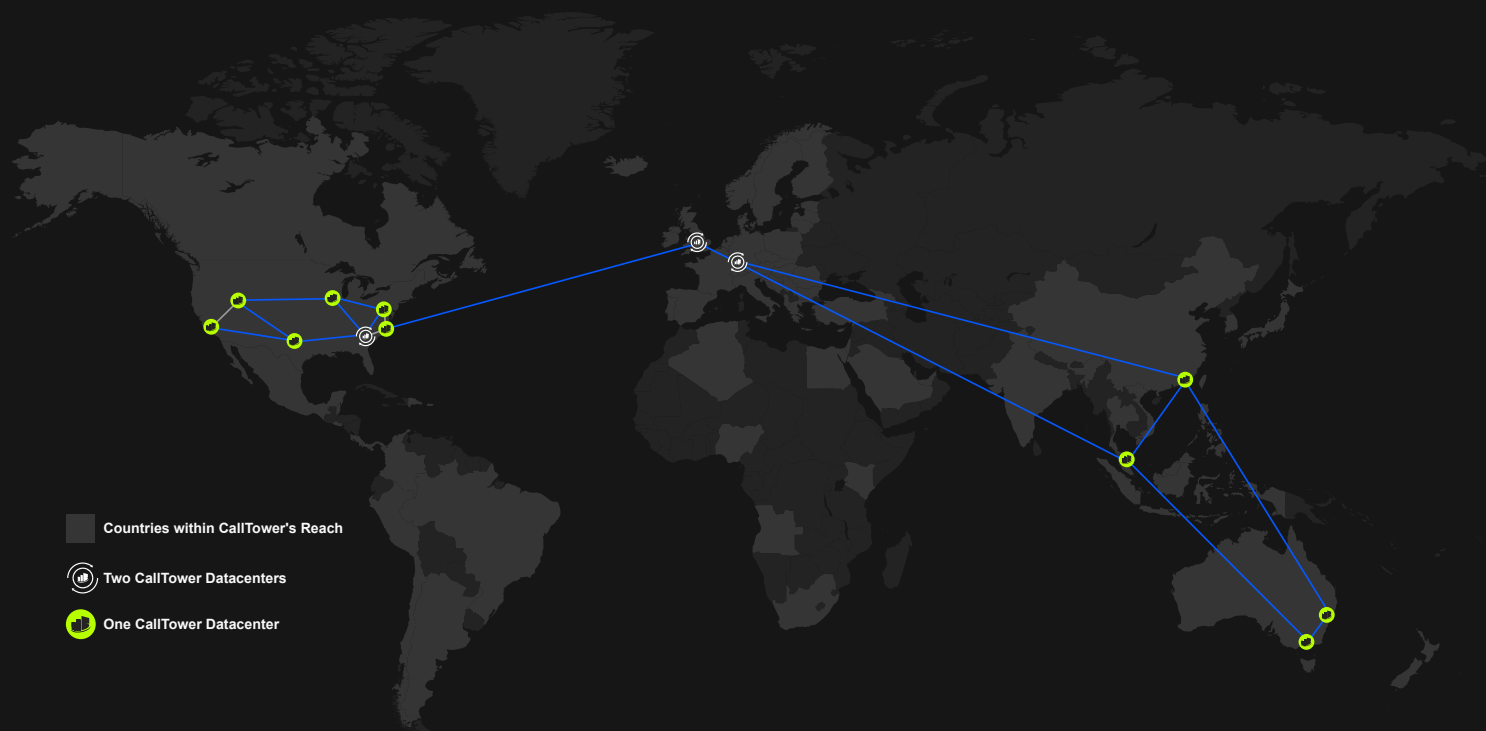
> **"**
> When reviewing a vendor to support your on premise PBX client, there is no better choice than Calltower. It is not simply the ease of installation and the five nines reliability, it is all about the ongoing support. Recently had an issue with a customer's on Premise PBX. Calltower was able 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...

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.

Core Values

CallTower Dedicated	Action-Oriented	Smart & Inquisitive

Aspirational Values

Humble	Hungry	People Smart

Take-Aways

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 Worldwide | CCP | SP	Microsoft Certified Partner

Proven Network with Redundant Connections through Leading Providers

Key Integrations

One Click FAILOVER

Ensures seamless business continuity by instantly rerouting calls to backup systems during outages with a single click.

ct TEXT SMS/MMS | WhatsApp

Enables businesses to send and receive SMS and MMS messages directly from their business phone numbers.

Dynamic E911

Provides real-time, location-based emergency call routing to ensure accurate and compliant 911 services.

ct [REC]ORDING

Offers secure and scalable compliance call recording solutions for training and quality assurance.

ct FAX — MasterFax

Delivers reliable cloud-based fax services without the need for traditional fax machines.

calltower ANALYTICS

Provides detailed insights into call and collaboration metrics in Teams and Webex to optimize performance and productivity.

eSIM — Teams Mobile | Webex GO

Allow users to add business lines to personal devices through Webex Go and MS Teams Mobile, enabling seamless business mobility.

ct SIP

Delivers high-quality, scalable SIP trunking services for seamless voice communication across business systems.

ct UNITE

Seamlessly integrates CRM solutions into Microsoft Teams and Webex by Cisco to enhance productivity and communication workflows.

Microsoft Copilot

Leverages powerful AI to streamline tasks, boost efficiency, and provide intelligent assistance across Microsoft apps.

Microsoft 365

Improves work efficiency with a comprehensive suite of productivity tools, including cloud storage and collaboration apps.

Microsoft Teams Premium

Enhances collaboration with advanced tools like AI-powered insights, meeting customization, and enhanced security features.

Entra **Sync**

Enables IT admins to automate and simplify the process for MS Teams user management.

Attendant **Console**

Optimizes call management with intuitive tools for call handling, routing, and transferring in real time.

Phonism

Revolutionize device management with automated deployment, updates, and migrations, saving time, reducing costs, and securing communications.

ct **BOOST** (SD-WAN)

Ensure dependable internet connectivity with a robust networking foundation for every app, technology, user, and location.

Voice Redundancy Solutions

Ensure uninterrupted communication during outages or emergencies to keep operations running smoothly.

Analog **Device Support**

Keep your essential devices connected and operational with seamless support for faxes, paging systems, door buzzers, etc.