



The CallTower Advantage. Stay Connected. Stay Ahead.

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

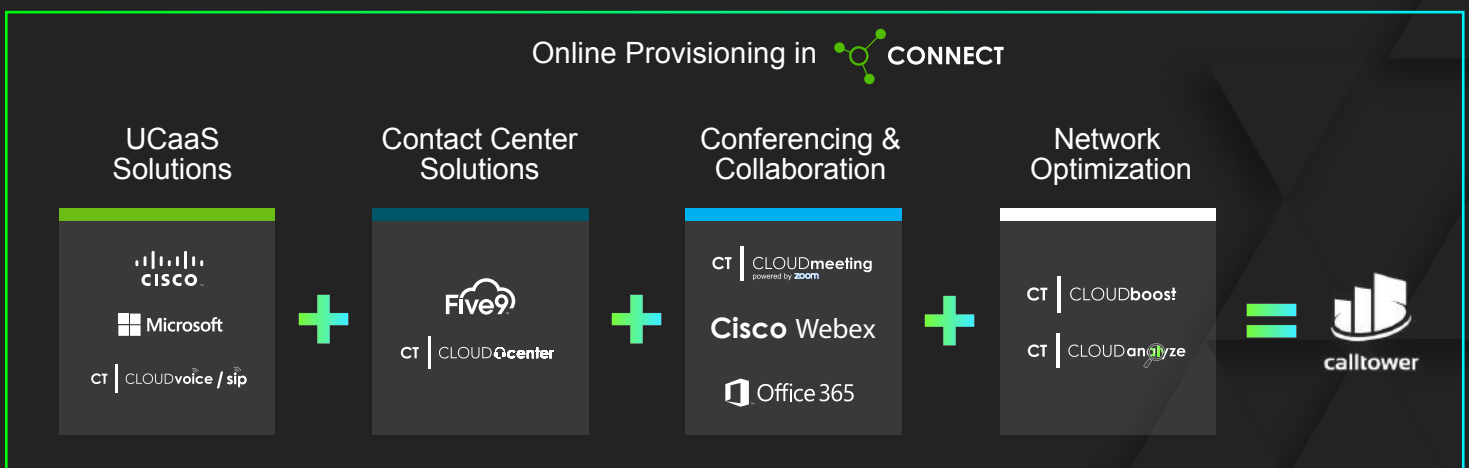
eBook

CallTower
eBook

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

Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions for growing organizations worldwide. CallTower provides, integrates and supports industry-leading, cloud-based, UCaaS and CCaaS solutions, including Cisco® HCS, Cisco® Webex, Native Microsoft® Teams Direct Routing, Microsoft® Office 365, Enterprise Hosted Skype for Business, CT Cloud Voice, CT Cloud Boost, CT Cloud Meeting powered by Zoom and Cloud Contact Center for business customers.

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.



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 paramount Unified Communications solutions while reducing overall cost in telecom spend.

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

Key UCaaS Integrations

| |
|-------------------------|
| Contact Center |
| CRM |
| UC Analytics |
| CT Cloud Boost (SD-WAN) |
| Conferencing |
| Synergy |
| Operator Console |

...and more

Devices

| |
|-------------------------------------|
| Desk Phones |
| Soft Phones |
| Huddle Room Devices |
| Large/Small Conference Room Devices |



GLOBAL REACH - Expanded reach to more than 75 countries

The CallTower Team. Our Customers Matter Most.



WE ARE HERE TO HELP!

CallTower UCaaS 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.



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.



CUSTOMER SUCCESS TEAM

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.
- Our **Account Managers** pick up right after your solutions are fully implemented. Our Account 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 US-based **Support** for your CallTower solutions, including phones, equipment and contact center



Testimonial ▶▶▶

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

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 UCaaS platforms.

| | |
|--------------------------|---------------------------|
| Admin/User Portal | Audio Conferencing |
| Voicemail | Hunt Groups |
| Password Sync | Analytics |
| Email | Auto Attendants |

CallTower's Partnerships. Which Solution Fits Best?



Partners since 2002

Certified Advanced Collaboration

Architecture Specialized Partner

Operating HCS version 11.5

1st to deploy CUCM in private cloud

Running CUCM version 10.5

CCaaS integrations since 2010



Partners since 2008

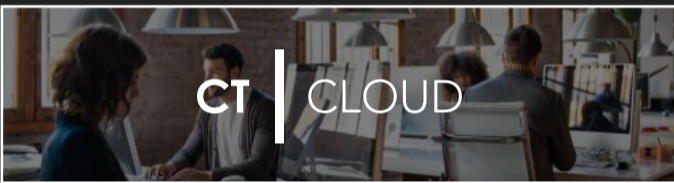
Microsoft Gold Partner Certified
SPLA Partner

Cloud Service Provider since 2014

Teams Direct Routing

Skype for Business Server 2019

Top 100 CSP Growth - Four years
running



Partners since 2002

Certified Advanced Collaboration

Architecture Specialized Partner

Operating HCS version 11.5

1st to deploy CUCM in private cloud

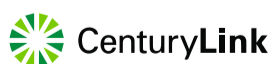
Running CUCM version 10.5

CCaaS integrations since 2010



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 Partnerships.



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.

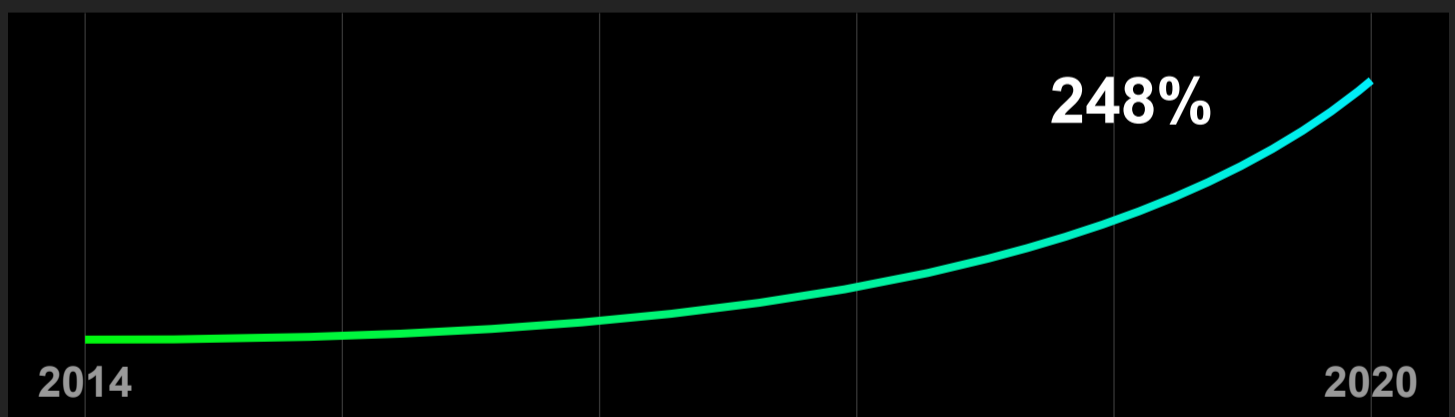


Outages and downtime cost you time and money. **You deserve multiple paths to ensure 100% voice uptime.** CallTower's expanding offering includes a wide range of circuit providers to offer carrier diverse flexibility and peace of mind.

CT | CLOUDboost

CallTower's CT Cloud Boost delivers higher quality network performance by optimizing thousands of cloud-based applications, including UCaaS, Salesforce.com and Dynamics. CT Cloud Boost maintains the quality and experience of real-time applications improving overall network performance.

CallTower's Revenue Growth.



Testimonial ▶▶▶

To replace our current system would have been \$300,000 CapEx plus we were spending \$25,000 monthly on calling plans. With CallTower, we invested \$15,000 on our monthly recurring license model. - Anthony Lopez, Tourneau, Senior Director of Technology



CallTower Mission.

To enable people to easily connect to...

Core Values.

CallTower Dedicated

Action Oriented

Smart & Inquisitive

Team Player Attributes.

Hungry

Humble

People Smart

Take-aways | CallTower.

Founded in 2002 (pioneer of UC)

Dedicated Customer Success Team

24x7x365 Customer Support

Strongest SLA in the industry

Cisco Premier Partner

Microsoft Gold Partner

Proven Network with Redundant Connections through Leading Providers



3 UC Platforms in our Private Cloud.



Hosted Cisco CallManager
10.5 and HCS 11.5



Microsoft Teams Direct
Routing and Native Skype
for Business



Hosted Voice
SIP




Key UCaaS Integrations.

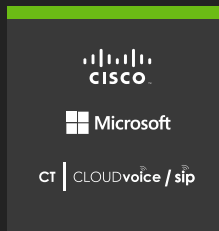
Contact Center Options

- **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
- **Clarity Connect** - Native Skype for Business Contact Center
- **CT Cloud Boost** - The solution provides local and global businesses with enterprise-grade, reliable performance for real-time applications like voice and video.
- **Call Recording** - Call Recording supports organizations to manage risk and compliance better, improve quality assurance and increase productivity.
- **CRM** - Not only does CRM integration save valuable time for professionals who interact with customers and prospects, but it also elevates the way business is conducted by streamlining CRM interactions and delivering what once was only available to the Fortune 1000.
- **Video Room Solutions** - The marketplace has been asking for higher quality, less expensive video conferencing with a consistent user experience across all devices.
- **Synergy** - Cisco and Microsoft Interoperability.
- **UC Analytics** - UC Analytics provides you with granular details that enable you to more productively achieve company goals.

The CallTower Advantage.

Online Provisioning in  CONNECT

UCaaS
Solutions



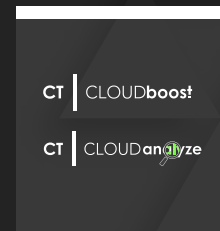
Contact Center
Solutions



Conferencing &
Collaboration



Network
Optimization



ONE-STOP-SHOP



Full turn-key solution from
one provider

One invoice

One support call

Faster troubleshooting

SECURITY, STABILITY & SCALABILITY



Benefits of OPEX vs
CAPEX

One platform to monitor

End-to-end private cloud
environment

PROJECT MANAGEMENT



No finger pointing
between solution
providers

One project team for
design/changes

Faster deployment times

Easy-to-use solution
management tool