

Executive Overview

CallTower is at the forefront of transforming global communication, redefining how businesses connect and collaborate across the globe. Since 2002, CallTower has grown into a global leader in enterprise-class cloud communications and collaboration solutions, empowering businesses to thrive in the digital age. Leveraging advanced technologies like **Microsoft® Teams Operator Connect, Direct Routing and GCC High Teams Direct Routing, Webex by Cisco®, Zoom Phone, and AI-powered contact center solutions**, CallTower delivers seamless and reliable connectivity tailored to the unique needs of enterprises worldwide. CallTower empowers business communications by integrating features like one-click failover, advanced analytics, seamless CRM integration, and cutting-edge AI—redefining operational efficiency.

In 2025, CallTower acquired North America's trusted contact center expert, Inoria, amplifying its CCaaS and CX capabilities. Inoria drives the evolution of contact center operations by offering personalized optimization, implementation, and integration services powered by Conversational AI and advanced analytics. Together, CallTower and Inoria deliver actionable insights, enhanced customer experiences, and cutting-edge solutions that guide enterprises through their digital transformation journeys.

With a vision focused on innovation and a commitment to excellence, CallTower continues to advance cloud communications, empowering businesses across the globe to achieve unparalleled success.

Product & Service Offerings

Global Enterprise Voice

- Microsoft: Teams Operator Connect and Direct Routing, GCC High Teams Direct Routing, Office 365 CSP
- Cisco: Webex Calling Webex Dedicated Instance, CCPP
- Zoom: CallTower's App for Zoom Calling (BYOC), Zoom One, Zoom Phone
- CT Cloud: Voice, SIP
- Contact Center: Five9, Webex, Solgari, CT Cloud
- 25+ Key Integrations: CRM, Call Analytics, SDWAN, Recording, Devices, Turret, E911, One-Click Failover, SMS/MMS Texting, Emergency Notification Systems, Door Buzzers, Credit Card Machines, eFax/fax and more...

Sales Engineer Take On Best Fit

CallTower delivers seamless MS Teams, Zoom, and Webex voice solutions elevated by the integration of AI technology, comprehensive contact center solutions and one-click failover. Customers can architect a hybrid communications strategy or move between the most popular platforms as needs change. Calltower supports domestic and global customers with a variety of UCaaS and CCaaS offerings and expertise.

Brent Wilford - Senior Director of CX & Unified Communications

Key Features & Differentiators

- Global Hybrid MSFT Teams, Webex and Zoom environments with key integrations, including contact center
- White globe implementation ensuring a gradual shift in solutions enabling adoption
- Scalable / Flexible / Customizable
- Georedundant network and platforms are completely optimized for voice
- CallTower Connect - provisioning portal with 25+ APIs

Top Industries Served

- Financial Services
- Government
- Education
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

CallTower's domestic and international value is best realized by companies with more than 100 employees with a requirement to easily scale and add locations.

- Company has a need to effectively communicate and collaboration across multiple locations and/or dynamic workforce
- Company currently has legacy phone system and would like to migrate to cloud-based communications
- Company would like a complete Digital Workspace solution beyond just a PBX replacement. They want all their services, billing and support under one roof.
- Company is currently utilizing several on-prem services with a communication requirement for interoperability with cloud-based solutions

Qualifying & Technical Questions

1. Are you using Office 365 today and want to voice enable Teams?
2. Do you need to voice enable Teams on Microsoft GCC High?
3. Are you looking to migrate from on-premise to a cloud-based communications platform?
4. Are you utilizing a legacy Cisco service and need to migrate to Webex, MS Teams, or Zoom?
5. Are you interested in a full cloud-based solution including Contact Center?
6. Do you require a georedundant network with one-click failover options?