

CallTower

Achieving success with breadth of communication services requires research, planning, implementation, reinforcement, and optimization of best practices. CallTower's comprehensive offering was created to provide these services in a coordinated manner to ensure the maximum benefits technology can offer without the expense and headache of researching, implementing, owning, and managing the solution.

Telephony & Messaging

CallTower leverages the Cisco Unified Communications Manager (formerly Cisco CallManager) software to provide the call-processing component of the CallTower Unified Communications service. The Unified Communications Manager adds a distributable, and highly available enterprise IP telephony call processing feature set that ensures that all business features are available all of the time in the CallTower OnDemand solution. The telephony package includes the latest Cisco telephones, all local and long distance calling, toll free calling, the full enterprise feature set that businesses require and all service, management, maintenance and upgrades. The telephony feature set is seamlessly integrated into the entire CallTower solution.

The CallTower Voiccube voicemail system features carrier-grade media servers, application servers and enhanced service applications through our Voice XML based software system. The Voiccube media servers are built for high-speed, high-volume, high-availability media processing, enabling effortless deployment of the CallTower service for our clients.

Exchange

E-mail and chat are currently the most widely used collaborative technologies. More businesses have chosen Microsoft's Exchange Server & Office Communications Server for business collaboration than any other products. CallTower's integration of Exchange Server, Voiccube, Office Communication Server, Anti-Virus, Anti-Spam, Good & Blackberry Enterprise Server

enable knowledge workers to efficiently and securely access critical business communications whenever and wherever they need to.

Call Center

CallTower's Contact Center delivers intelligent contact routing, call treatment, network-to-desktop computer telephony integration, and multichannel contact management over an IP infrastructure. It combines multichannel automatic call distributor (ACD) functionality with IP telephony in a unified & outsourced solution, enabling your company to rapidly deploy a distributed contact center infrastructure.

The Total Solution

CallTower is the only partner that can provide the entire breath of communication services that a company needs to separate itself from the competition.

Conferencing

CallTower offers a variety of audio and web conferencing options that enable fast, flexible communications—saving time, increasing productivity and enhancing the collaborative environment. Additionally, CallTower conferencing solutions provide maximum flexibility while requiring no capital investment from our clients. Our customers can customize their conferencing options to best solve their conferencing requirements by leveraging Microsoft Live Meeting for web and video conferencing in combination with one of CallTower's audio conferencing options.

Networking

CallTower's offers management of all related networking equipment and also provides a Managed WAN product that provides a scalable and secure private data network between multiple locations. CallTower's networking offering provides full hardware, software replacement and support as well as all administration and engineering support.