WHY CALLTOWER FOR MICROSOFT 365 LICENSING?

WHAT CAN MICROSOFT 365 BUSINESS DO FOR YOUR BUSINESS?

The rise of the always-connected, multi-device consumer coupled with the proliferation of data and resources available online has resulted in a transformational shift in the workplace.

CALLTOWER DELIVERS STRATEGIC CONSULTATIVE AND SUPPORT MANAGEMENT

Change Management	Extended Support
IP Services	Adoption Assistance
Project Management	Content/Tools

WHY GET YOUR LICENSING FROM CALLTOWER?
CALLTOWER'S CSP

- Fully Managed Voice Migration to Teams

- CallTower's Microsoft Certified Solution Architects Design your Teams Platform Single

- Point of Contact for 24/7/365Support: Office 365, Exchange & Voice

- Use CallTower Connect (Admin Portal)

- Managed and Professional Services

CALLTOWER MANAGED MICROSOFT 365 MIGRATION

CALLTOWER PROVIDES DESIGN AND MIGRATION SUPPORT

Migration Active Directory (AD)

Email domain

Consolidation of multiple domains

- integration of existing AD
- Configuration of Azure AD

Project Management

- Email Management
- SharePoint
- OneDrive
- Migrate from current MPN, Onsite Exchange, G Suite, IMAP, POP3, Zimbra, Open-Xchange

WHY BE PART OF CALLTOWER'S CSP?

ACTION	WITH CALLTOWER CSP	WITHOUT CALLTOWER CSP
Design, training, and deployment assistance with Skype for Business w/ Teams Collaboration or Collaboration and Meetings	Included	CallTower Professional Services
Design, training, and deployment assistance with migration to Teams and CallTower Direct Routing	Included	CallTower Professional Services
Single point of contact for Teams and Office 365 support. CallTower will work your issue to resolution	Included	Customer must engage Microsoft as necessary for support of non-CallTower issues
24 x 7 x 365 Support Team with case management available via Self Service portal, Email, Chat, or Phone	Included	Customer must engage Microsoft as necessary for support of non-CallTower issues
Office 365 provisioning integration. Provision Direct Routing using CallTower Connect.	Included	Not available – Direct Routing must be configured separately in Office 365 and CallTower Connect.

ACTION	WITH CALLTOWER CSP	WITHOUT CALLTOWER CSP
Single bill for all CallTower services, including Office 365 licenses	Included	Not available
Manage Office 365 licensing through CallTower Connect	Included	Not available
Flexible monthly licensing options	Included	May be available
Licensing expertise	Included	May be available

CALLTOWER'S CSP SUPPORT SERVICE LEVEL AGREEMENT.

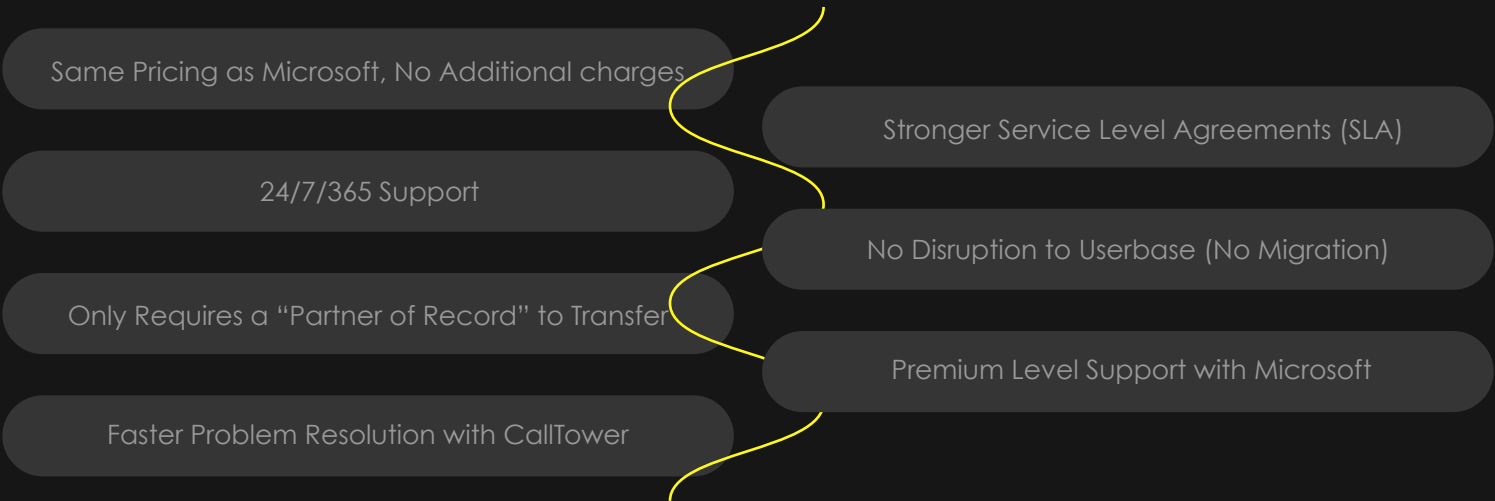| ISSUE PRIORITY	CALLTOWER SLA		MICROSOFT ENTERPRISE PLAN RESPONSE TIME
	INITIAL RESPONSE	UPDATE FREQUENCY	
Critical / P1	15 minutes	Hourly / As requested	1 Hour
High / P2	30 minutes	Every 2 hours	Next Day
Non-Critical / P3	4 hours	1 business day	No commitment
Non-Critical / P4	1 business day	2 business days	No commitment

OFFICE 365 ENTERPRISE LICENSES

Enterprise Licenses	Phone System License	Audio Conf. License	*CallTower Direct Routing
E5 / E3 / E1	Provides Telephony PBX Features ■ Auto Attendant ■ Call Queues ■ Reporting	■ Optional License by Individual ■ Local Dial-in Number for Meetings ■ Ad-hoc Conferencing	■ Native Integration ■ Optimized for Voice ■ Business Continuity/DR ■ Additional Features***

MICROSOFT 365 SMALL BUSINESS LICENSES (300 USERS OR LESS)

Small Business Licenses	Phone System License	Audio Conf. License	
Premium / Standard / Basic	Microsoft Business Voice license includes the Phone System and Audio Conferencing licenses	■ Native Integration ■ Optimized for Voice ■ Business Continuity/DR ■ Additional Features***	*Also available for GCC High customers **E5 already includes the Phone System and Audio Conferencing licenses ***Features include SMS Text, Contact Center, CRM, and more

MOVING YOUR LICENSES TO CALLTOWER:
4 EASY STEPS

1 Together we take an in-depth look at current license counts and analyze new licensing needs.

2 CallTower will send you an email with CSP Relationship Acceptance and Authorization Invitation.

3 CallTower deploys the updated Office 365 licensing to you.

4 We work together with you to remove licensing you no longer need.

THE CALLTOWER ADVANTAGE

- Same Pricing as Microsoft, No Additional charges
- Stronger Service Level Agreements (SLA)
- 24/7/365 Support
- No Disruption to Userbase (No Migration)
- Only Requires a "Partner of Record" to Transfer
- Premium Level Support with Microsoft
- Faster Problem Resolution with CallTower

SCHEDULE A CONSULTATION

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