



UNITED STATES
POSTAL SERVICE®

**US POSTAL SERVICE
OFFICE OF THE
INSPECTOR GENERAL**

Partner Agent Success Story

Calltower in action

As one of the federal Offices of the Inspector General, the United State Postal Service (USPS) Office of Inspector General achieves its mission of helping maintain confidence in the postal system and improving the Postal Service's bottom line through independent audits and investigations. Audits of postal programs and operations help to determine whether the programs and operations are efficient and cost-effective. Investigations help prevent and detect fraud, waste, and misconduct and have a deterrent effect on postal crimes. Communication within this agency is paramount – it can mean the difference between removing examples of waste or crime within the USPS system or letting it go unnoticed.

EXECUTIVE SUMMARY



The USPS OIG location in Arlington, Virginia, had a communication need. They needed a contact center solution with the ability to manage calls, IMs, emails, web chats and other communications. They needed the practicality of the Office 365 suite combined with their existing Cisco phone system and they needed a recording application. When weighing their options, they decided Clarity Connect was the best solution for them – it was a solution that fit every need and addressed yet another communication concern outlined below.



The Office of Inspector General had a very strong idea of what solution they needed – it was a federated Clarity Connect system. While considering a Clarity Connect provider with the OIG, specifically one with a large existing Cisco system, the provider that immediately came to mind was CallTower.

*– Managing Partner - Bruce Hargrave
Team Consulting Inc.*



THE SOLUTION



With Clarity Connect, all calls are delivered to agents via federation, so on-premises infrastructure is not needed. Instead, incoming calls go to a select hosting partner. Clarity Connect then intelligently routes the call and delivers it to an agent via federation. This significantly limits the costs of installation and equipment, while also providing unique cloud based off-premise security for sensitive law enforcement programs including their Hotline, Helpdesk, Whistleblowing and Investigative efforts.

CALLTOWER DELIVERS



24/7/365 US-Based Support



Competitive Pricing



Remarkable Training



Billing Only When a User Goes Live



Deployable Project Management Team



Increase/Decrease Users at Any Time



“Our goal as a company is to allow people to easily connect – where is that more important than an agency like the USPS Office of Inspector General?” asks CallTower CRO William Rubio. “We were incredibly excited to develop a Clarity Connect solution that enabled the USPS OIG to connect internally and with other agencies to get their important work done.”



THE RESULTS



The partnership of CallTower and Clarity Connect provides organizations with cloud-based enterprise communication technologies without large upfront capital expense. Clarity Connect is a full-featured contact center product that adds functionality to voice solutions without duplicating or complicating infrastructure or call control. This also enables Clarity Connect to deliver a superior, multi-channel communication experience with customers, employees and partners.

CallTower creates a reliable private-cloud environment for Clarity Connect to be hosted on, complete with certified solution engineers and 24/7/365 US-based support agents.

Within a matter of weeks, CallTower had the Arlington location of the USPS OIG up and running with their perfect-fit Clarity Connect solution. Right away, the location had access not only to a powerful contact center application but also the full scope of the Office 365 Suite – giving the agency the tools to get their work done. Bruce Hargrave from Team Consulting, Inc is currently working with other USPS locations to enable CallTower’s Clarity Connect solution.

ABOUT CALLTOWER



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.