



# calltower ||| can

---

A TURNKEY OFFICE  
365 PHONE SOLUTION

Pepper Construction Group is a general contracting and construction management firm that has served the non-residential, private and government sectors since 1927. Their project management and field supervisors are dedicated to serving the unique needs of every customer, with a strong focus on building relationships that endure through generations. Pepper Construction expertise is recognized throughout the Midwest. With offices in Illinois, Indiana, Ohio and Wisconsin, Pepper ranks as one of the largest contractors in the nation.

## EXECUTIVE SUMMARY



To connect their teams and support their clients, Pepper Construction relies on multi-location quality business communication technologies. Pepper Construction had migrated to Office 365 and required a cloud-based real-time voice solution with native integration to be deployed to the workforce. They now leverage CallTower's hosted Skype for Business voice solution with Microsoft Office 365 integration to enhance collaboration and unify workforce communications across multiple locations throughout the Midwest.



*When Microsoft announced that they were becoming a voice over IP solutions provider we felt that that was a natural choice. We went through three pilots hosting Skype for Business VoIP with Microsoft being the cloud host provider. The pilots went great and quality of sound seemed to be mostly good. We found that we really needed a solution that included 24/7/365 US-based support.*

– Howie Piersma, Pepper Construction,  
VP of IT



## THE CHALLENGE



Pepper Construction's Vice President of Information Technology, Howie Piersma, thought he had found the perfect solution to replace the company's 20-year old complex and outdated PBX telephony. Piersma had migrated Pepper Construction from Office 2007 to Office 365, with Exchange through Microsoft.

## THE SOLUTION



Pepper Construction's workforce was comfortable with Office 365; the simplest choice to meet their needs was to make Office 365 voice enabled. Pepper Construction was originally looking into voice enablement directly from Microsoft. During this process, Pepper Construction's Director of Network Administration heard about CallTower from a consultant. He understood that CallTower's Native Skype for Business Solution would allow him to add and remove users as needed while receiving his desired level of support.

**The choice was CallTower.** According to Piersma, *"We found CallTower to be very experienced in the telephony industry. CallTower was proven, knowledgeable and the overall implementation and training plan was clear and concise."*

## 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



*When the team at Pepper and CallTower met for the first time to discuss solutions, it was clear that Pepper had evaluated various solutions for their offices and were leaning towards a hosted Skype for Business solution. By the end of that first meeting, the Pepper Team confirmed that CallTower had the ideal solution they were searching for, with the support, features and technical design expertise to take Pepper to the next level. CallTower would provide the ability to elevate the original offering and provide a competitive advantage for their employees*

*CallTower's Chief Revenue Officer.*



## THE RESULTS



Pepper Construction's communication technology challenges have significantly improved with the adoption of CallTower's voice enablement solutions for Office 365. In addition to native integration into their current Microsoft environment, they have seen increased company-wide efficiency, greater levels of collaboration and a remarkable reduction in telecommunication cost. Together, these benefits deliver Pepper efficient communications to meet the needs of their growing company.

Pepper Construction now utilizes a CallTower supported Polycom Trio conference room system throughout their offices. This device is designed to work exclusively with voice enabled Skype for Business licenses.



*We found CallTower to be very experienced in the telephony industry. CallTower was proven, knowledgeable and the overall implementation and training plan was clear and concise.*

*– Howie Piersma, Pepper Construction, VP of IT*



## 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.