



CASE STUDY

# HOSTED CISCO CALLMANAGER

## TIME SAVINGS IN HOSTED COMMUNICATION SOLUTIONS

### NORTHWESTERN MUTUAL

Northwestern Mutual is a financial services company that offers a variety of insurance and investment solutions. Since their founding in 1857, through every recession and every economic boom, Northwestern Mutual has kept focus on the long term, delivering clients and policy owners consistent financial strength year after year. Northwestern Mutual's financial representatives build lifelong relationships to help clients identify their unique needs in order to provide long-term solutions.

## EXECUTIVE SUMMARY

Northwestern Mutual, has many branch offices throughout the United States. In 2015, one of the branches in Washington D.C. was getting ready for a location move. Northwestern Mutual relies on the secure, easy to use, reliable business communication technology of CallTower's Cisco CallManager.

“ The true value for us has been time savings. Utilizing CallTower's CallManager in conjunction with CallTower Connect, CallTower's admin and user portal, saves our IT team several hours per month. ”

- Mesa Lewchalemwong, Northwestern Mutual D.C.'s Senior Chief Operating Officer

## THE CHALLENGE

In early 2015, Mesa Lewchalermwong, Northwestern Mutual – D.C.'s, Chief Operating Officer, was challenged by a costly and extremely time consuming end of life Nortel PBX phone system. The older system's daunting amount of maintenance issues overextended their IT team. The system was not intuitive and users struggled with the tedious process of dealing with numerous command and push features. At the time, this monotonous process was the status quo. With the upcoming office move, there was an opportunity to make a dynamic update to the company's communication technology solution.



TIME CONSUMING



COSTLY



MAINTENANCE

## THE SOLUTION

Willing to explore a hosted communication platform, Lewchalermwong reached out to Ali Niroo, Managing Partner at CNSG. CNSG provides comprehensive, end-to-end telecommunications services. From carrier, cloud and IP infrastructure services to contract negotiation, issue resolution and every matter in between. Niroo, investigated the Northwestern Mutual – D.C.'s communications requirements and explored several options including Skype for Business and Cisco CallManager. Niroo and Lewchalermwong looked at options from Vonage, Evolve IP, Fuze, Cisco in the Cloud, and CallTower hosted voice solutions.

**Niroo proposed implementing CallTower's Skype for Business and CallTower's hosted Cisco solution in tandem. The consensus was to first move forward with CallTower's Cisco CallManager, for security, reliability, ease of use and time-savings and look at incorporating Skype for Business in the future for instant messaging, presence, audio, web and video conferencing.**

## THE CHOICE

**The choice was CallTower.** According to Lewchalermwong, “CallTower was very informative and available. Our CallTower Channel Manager works as an extension of our team; he has been on-site with white-glove service for every implementation we have done.”

Northwestern Mutual – D.C. utilizes CallTower’s Cisco CallManager solution, to securely and easily manage their communications and stay competitive, with the most advanced capabilities in today’s changing market climate.

According to Lewchalermwong, “**Our building caught on fire and we were closed and we were able to easily and quickly transfer all phone numbers from CallTower Connect to mobile phones. We were able to stay up and running remotely during a very difficult time.**”

With CallTower’s Cisco CallManager Solution, NW Mutual has the most secure hosted PBX platform in the world, says CallTower Chief Revenue Officer, William Rubio. “It enables all the powerful features and redundancy a hosted solution has to offer without compromising security. Through CallTower Connect, our proprietary admin and end user portal, customers like NW Mutual have the ability to control their call flows/designs and all moves, adds and changes. It’s a robust solution that is easy to use.”

## THE RESULTS

Since implementing CallTower’s Cisco CallManager in Washington D.C. in 2015, Lewchalermwong and Niroo have **added 8 additional regional offices and have several more planned for 2017.**

Northwestern Mutual – D.C.’s communication technology challenges were seamlessly managed with the adoption of CallTower’s CallManager. Cost savings, ease of implementation and long-term relationship between Northwestern Mutual – D.C., CNSG’s Ali Niroo and CallTower have streamlined communications with a high-quality, secure and easy to use communication solution in the cloud.

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Northwestern Mutual –D.C. is planning additional CallTower Cisco CallManager branch implementations in 2017. Northwestern Mutual – D.C. is also looking to complement their current solution with CallTower's Skype for Business Unified Communications with Salesforce.com integration.

## ABOUT CALLTOWER

CallTower exists to enable people to easily connect to transact business communications. Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications solutions for growing organizations worldwide. We provide, integrate and support industry-leading, cloud-based, Unified Communications and Collaboration solutions, including Cisco® Unified Communications Manager, Microsoft® Skype for Business, Office 365 and Adobe Connect services for business customers. We enhance 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.

## ABOUT CNSG

Converged Network Services Group is the Premier Master Distributor for Cloud, Connectivity, and Cloud Enablement. Led by former C-Level Carrier Executives and supported by the most experienced sales team in the industry, CNSG provides assistance with every aspect of Discovery, Design and Delivery. CNSG is committed to the core philosophy of earning business by building and maintaining true partnerships with every customer, partner and supplier. This unwavering commitment to the success of our partnerships has enabled CNSG to be recognized as the fastest growing Master Distributor in the industry. For more information about CNSG, please visit <http://www.cnsg.com> or call toll free 866.738.1622.

