



Why CallTower for UCaaS + SD-WAN

CallTower and Bigleaf have joined forces to deliver the best one-two punch that unified communications can offer: UCaaS + SD-WAN. The robust applications of a UC system call for a better, more reliable network and SD-WAN delivers. The combination of UCaaS and SD-WAN will provide the quality and experience for real-time applications while improving overall network performance. We recent held a webinar discussing the intricacies of UCaaS + SD-WAN with CallTower and Bigleaf, here are the highlights...



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The secret behind better Internet is simple and it lies within the cloud. Access to the cloud is too important to rely on a single path. You shouldn't have to worry about Internet connections, performance and outages. SD-WAN provides a stress-free way to utilize the multiple providers of your UC systems and enhance your Internet experience.

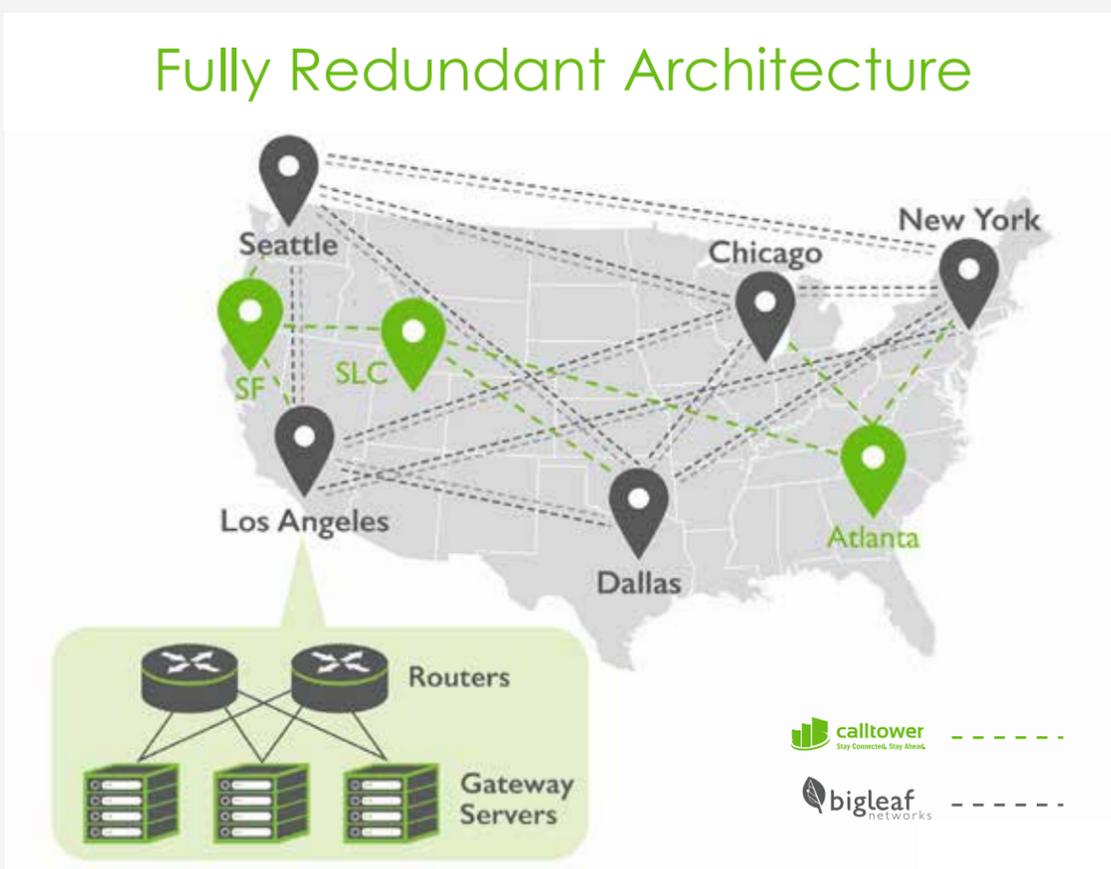
Real-time UCaaS applications such as voice, video and collaboration, are increasingly taking up a larger share of network bandwidth by corporations and consumers alike. This has created a greater need for more intelligent networks. That's where SD-WAN fits in. SD-WAN stands for Software-Defined Wide Area Network; a specific application of networking technology applied to WAN connections. SD-WAN is used to connect enterprise networks – including branch offices and data centers – over large geographic distances. This makes SD-WAN a notably more reliable network; if one internet source is interrupted for any reason, it simply moves to another source.

Big Leaf was selected for the CallTower SD-WAN solution domestically because the solution is simple to implement and will enhance your Internet performance and uptime. It enables seamless integration of multiple ISPs with varying quality and bandwidth.

Bigleaf Cloud-first SD-WAN is the next generation of Internet optimization – based on the natural redundancy found in leaf veins. The Bigleaf platform is distributed across the Bigleaf CPE Router, and Bigleaf Gateway Clusters in the core of the Internet, providing end-to-end visibility and control.

Big Leaf has a domestic network backbone and POP's that CallTower will directly connect to through CallTower data centers. Calltower customers traffic will hop on the Bigleaf network at the closest POP delivering fully redundant architecture.

Fully Redundant Architecture



But there are other advantages to SD-WAN as well. SD-WAN uses the cloud, but is "cloud-agnostic" which enables improved performance on applications like voice in any cloud environment. The implementation process is also quite quick; it can be deployed within a week. You can also expect 40% lower network capital and resource costs and 95% bandwidth savings with data de-duplication and compression. Lower costs, more bandwidth, happy customers.

SD-WAN CLOUD ENVIRONMENT

Real-time dynamic load-balancing

Bigleaf sends 10 custom packets a second across the tunnels, which allows them to determine throughput, uptime, packet loss, latency and jitter. They then optimize traffic flow across the multiple connections, making real-time routing decisions based on the type of traffic crossing the server clusters, and the status of each connection.

Same IP failover

Bigleaf's clusters failover in 3 seconds or less if a circuit experiences degradation. They also issue IP addresses out of their server cluster instead of the router at the customer's location. This allows them to move a VoIP call from one connection to another if one of the circuits experiences too much packet loss or goes down hard without dropping the call.

QoS

Because Bigleaf controls the tunnels from the customer premise to our server clusters, they can honor QoS tags to prioritize VoIP/Video over data. They are continually adjusting the size of each tunnel based on real-time throughput. This prevents packet loss and buffering in the carrier's core routers.

WHY CHOOSE CALLTOWER?

For over a decade, CallTower has been 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 services for business customers.

Solution Provider

CallTower is a solution provider and not simply a service provider. With multiple UC platforms, Contact Center solutions, and many out of the box and custom integrations, CallTower develops solutions to meet customer requirements. CallTower is not a single service option provider like its competitors.

Industry Leading Technologies

CallTower is a one-stop-shop for all your UC requirements; (phones, cloud PBX, conferencing, contact center, CRM integration, etc.) CallTower's Cisco and native Skype for Business solutions include a full UC offering with video, mobility, web and audio conferencing.

Reliability

CallTower believes in being reliable inside and out. With multiple redundant data centers and a variety of circuit options, CallTower's expanded offering is one of flexibility and reliability. CallTower's unmatched, US-based implementation and 24x7x365 support teams have deployed and supported thousands of users, enabling solutions around the corner and across the globe.

Key Integrations

CallTower has several integrations that business can leverage, such as: Synergy (Skype4B/Cisco integration), Salesforce.com, call recording, advanced UC analytics, and contact centers (Clarity Connect & Five9).

PARTNERSHIPS



Partners since 2002, First to deploy CUCM in a private cloud, currently running CUCM version 10.5.2, Contact center integrations since 2010



Certified SPLA partner since 2008, Cloud Service Provider since 2014, Currently running latest Skype4B servers, Top 100 CSP Growth Partners for last 2 years