



Microsoft Direct Route



Microsoft Partner





What Makes Us Unique

- **2,000 professionals** with thousands of credentials, dedicated to your success
- Our global footprint offers size and scale; our **flexibility** and willingness to be **nimble** sets us apart
- **147 years** of innovation in Communications and Cloud is embedded in our DNA
- Our unmatched expertise and business partnership philosophy sustains longstanding customer **relationships**



Our Mission

To turn your challenges into
successful business outcomes

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What We Believe

Your success matters to us.



We are an extension of your team.



Your needs come first; our technology follows.

Overview



2,300+
Employees



2,200+
Technology Certifications



\$1B+
in Revenue



3,000+
Enterprise Clients

27 Offices in 4 Countries

United States

- Cleveland, OH
- Columbus, OH
- Cincinnati, OH
- Dayton, OH
- Detroit, MI
- Louisville, KY
- Indianapolis, IN
- Dallas, TX
- Houston, TX
- Tampa, FL
- Manhattan, NY
- Edison, NJ
- Boston, MA
- Phoenix, AZ
- Honolulu, HI

Canada

- Vancouver, BC
- Calgary, AB
- Edmonton AB
- Winnipeg, MB
- Toronto, ON
- Ottawa, ON
- Fredericton, NB
- Saint John, NB
- Halifax, NS
- St. John's, NF

United Kingdom




- Weybridge Surrey, UK

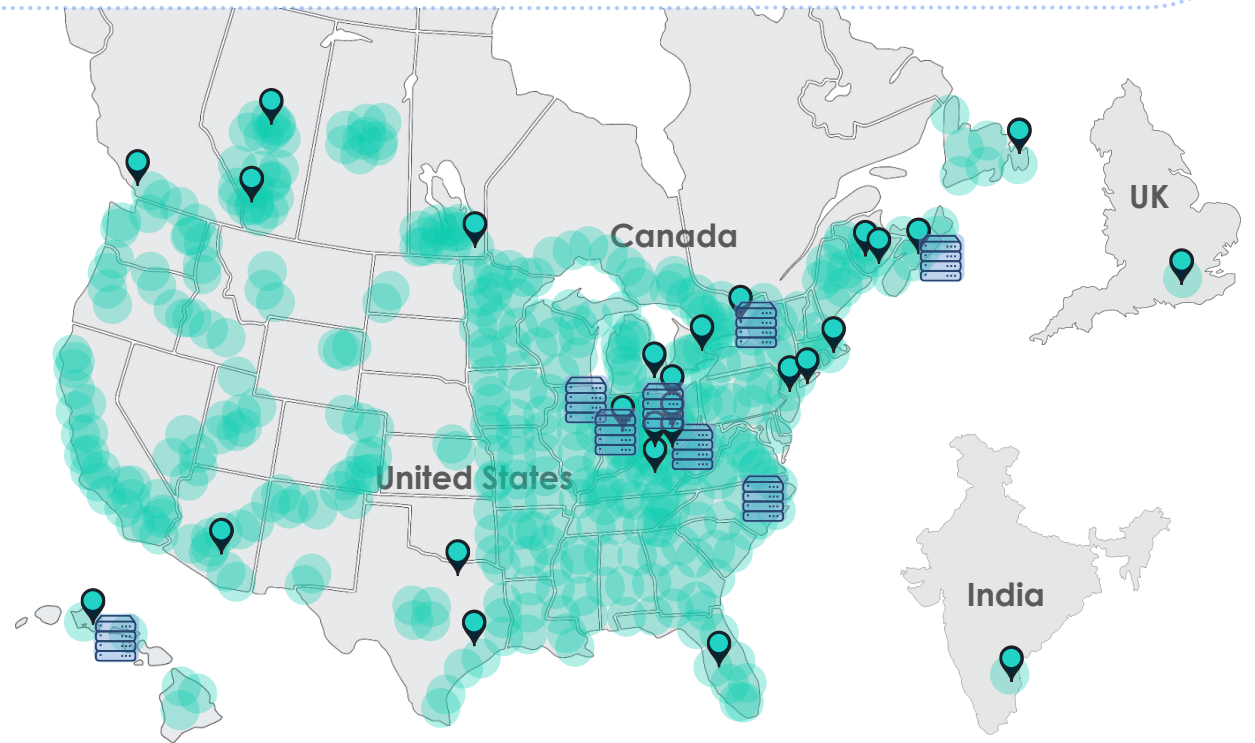
India

- Chennai, India

UCaaS Data Centers

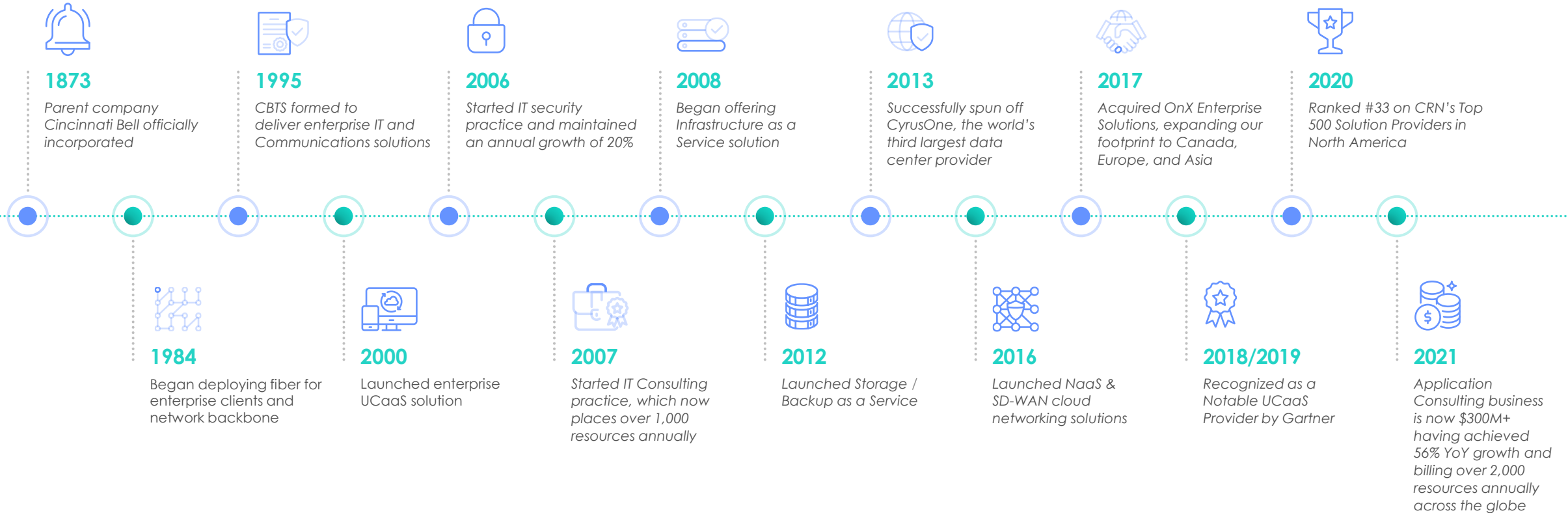
- Ashburn, VA
- Indianapolis, IN
- Cincinnati, OH
- Columbus, OH
- Chicago, IL
- Honolulu, HI
- Toronto, ON
- Halifax, NS

-  CBTS Offices
-  Customer Locations
-  Data Center



The CBTS Story

History of innovating to meet the needs of our clients



Our Methodology



Consult

After performing the appropriate assessments, CBTS advises you on platforms and technology strategies that address your unique business challenges



Build

CBTS certified experts design and build custom solutions to fit the model that best suits your financial and business objectives



Transform

CBTS solutions deliver operational efficiency, reduce risk, increase business agility, and improve the overall experience you provide to your customers

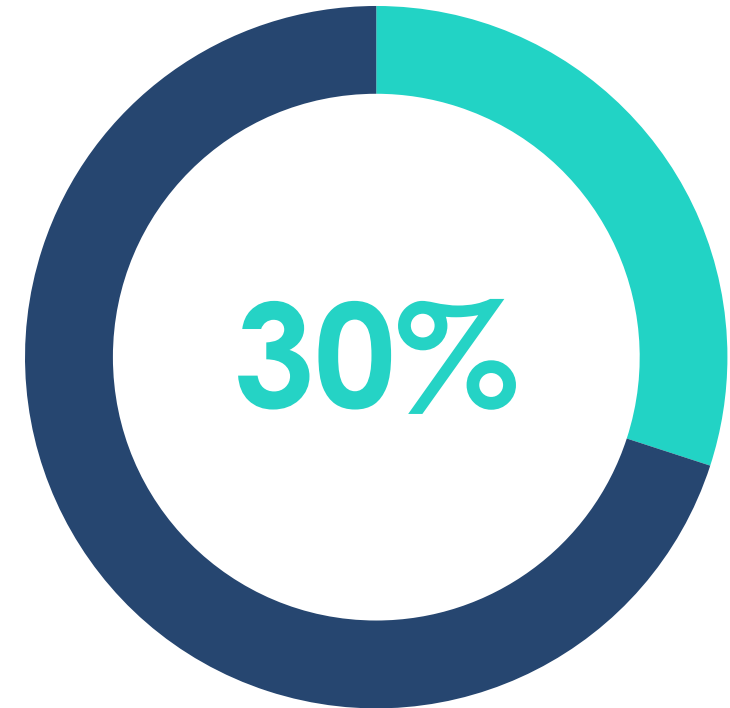


Support

Ongoing support provided by the best and brightest professionals in the industry, who act as an extension of your team and are always dedicated to your success

Direct Route with CBTS

- ✓ Concurrent Call Path pricing model
- ✓ Session Border Controller (SBC) included
- ✓ No porting fees
- ✓ Local calling included
- ✓ Long Distance buckets available
- ✓ Ability to decommission unused data center hardware
- ✓ Dedicated project management included

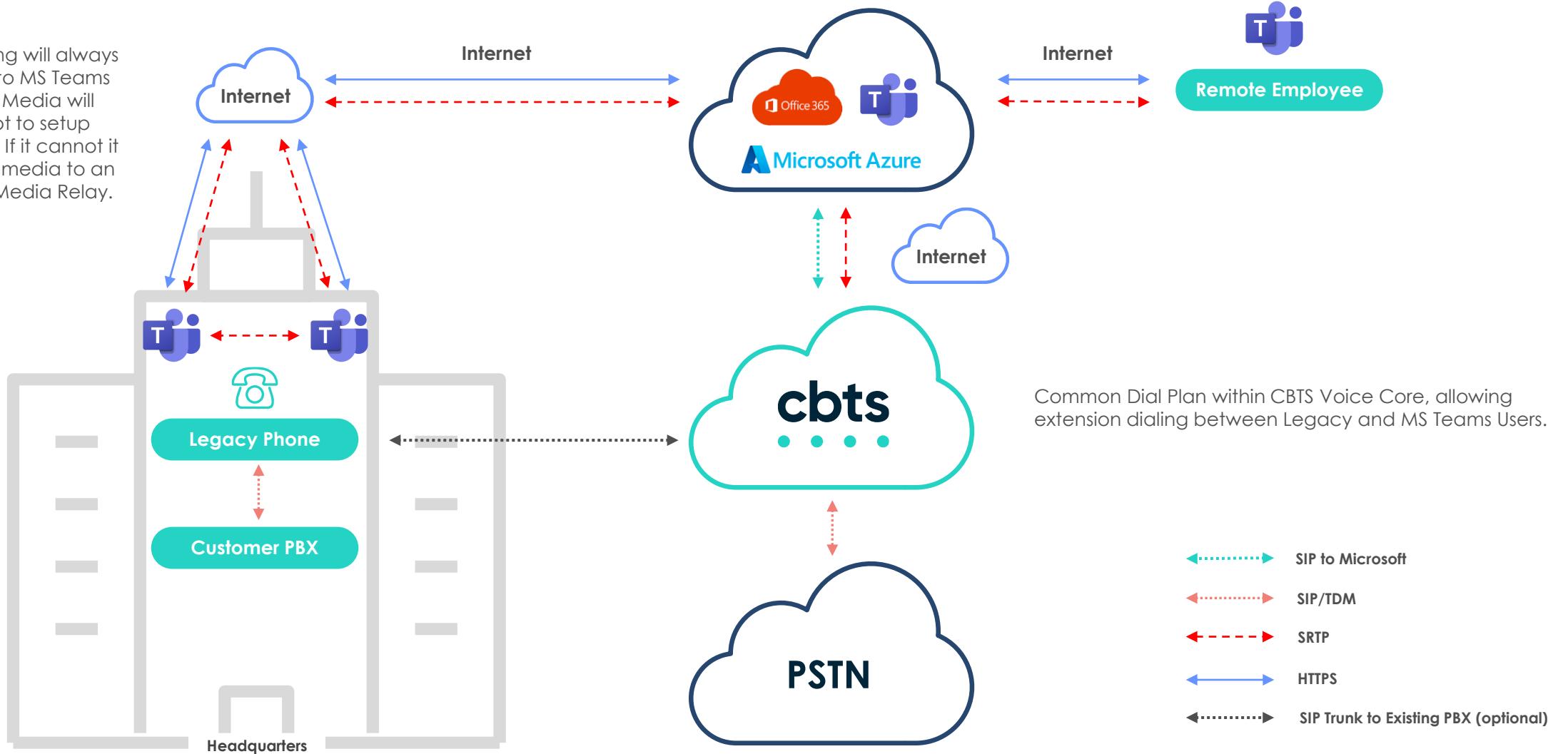


Avg. monthly savings over
Microsoft's Calling Plans

*Microsoft E5 license or E3 + MS Phone System License required per user

Microsoft Direct Route

Signaling will always go up to MS Teams Cloud. Media will attempt to setup locally. If it cannot it will pin media to an Azure Media Relay.



Common Dial Plan within CBTS Voice Core, allowing extension dialing between Legacy and MS Teams Users.

Cloud Access & Voice Configuration — RACI

Customer responsibilities vs. CBTS responsibilities

Function	Customer	CBTS
Dedicated Project Manager to Coordinate/Facilitate Service Delivery		✓
Providing Session Border Controllers, SIP call paths and DIDs		✓
Day of Cutover (activation of service) including porting of DIDs		✓
End User management (MS License, DID assignment, VM, & voice related policies)	✓	
Auto Attendants & Call Queues (Hunt Groups)	✓	
Manage voice policies (Voice Routing, Calling, and Caller ID)	✓	
E911 (Emergency Policies, Emergency Locations and Network defined)	✓	
Management of MS Teams and any related settings & policies	✓	

e911

Enhanced 911 Services

- Dynamically route calls based on location to local Public Safety Answering Point (PSAP) with full detail of caller
- Unknown locations will still route to an emergency services contact center where they will ask for location and connect call with the appropriate PSAP
- Kari's Law & RAY BAUM's Act compliant
- Notify security personnel of emergency calls via Microsoft Teams
- Off-network calls route directly to national 911 call center





Why CBTS?

CBTS is your technology partner and Microsoft Direct Route is your next-generation communications and collaboration solution.

- Ease of migration
- Automatic disaster recovery
- Common calling plan with legacy systems
- 24x7x365 U.S.-based UC support and business continuity
- Dedicated project management team
- Robust analytics, recording, and intelligent routing capabilities
- Fully integrated collaboration and contact center solutions



Seamless transition to robust collaboration solution enables work from anywhere

A European company providing energy and automation digital solutions to businesses throughout 100 countries.

Problem:
Limited collaboration tools

- As a longtime Avaya managed services client, Schneider was looking to move from Skype for Business to Microsoft Teams for collaboration.
- They were looking for a holistic voice and collaboration solution that would be seamless for their employees.

Solution:
Strategic planning

- CBTS voice experts put together a strategic plan to move the company to Microsoft Teams for collaboration.
- In addition, the plan called for the delivery of PSTN voice calling to Microsoft Teams via Direct Route.

Result:
Productivity boost

- Company employees are now able to work from any device, at any location, which has dramatically improved productivity and collaboration.



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Thank You!

JW MARRIOTT