Microsoft
Teams Phone

A world-class partner in your corner

As a Microsoft Cloud Solutions Partner with extensive voice experience managing seamless migrations, complex configurations and custom deployments, our team of technical experts will support you to get set up with a secure and reliable solution for your business, running on Teams Phone.

With two solutions available, **Operator Connect and Direct Routing**, our specialists will work with you to identify which is best placed to answer the needs of your business.

Tap into our capabilities, knowledge and thought leadership as one of Microsoft's most trusted partners in the UK.

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Modern Work

Excellence and expertise

With deep Microsoft experience dating back to Office Communication Server (OCS) in the early 2000s, **our team specialises in planning, deploying and supporting** cloud-based solutions including complex migrations involving legacy platforms and systems.

Flexibility and scalability

Whether you're managing a simple setup or a complex estate, **we have a solution that will scale to fit**. Our solutions support Bring Your Own Trunk (BYOT) and Bring Your Own Carrier (BYOC), and enable dual running during deployment for a disruption-free transition.

Guidance and support

Whether you need round-the-clock support or specialist guidance, **we offer Teams Phone technical expertise** for incident management, user provisioning, business adoption and change management, and escalation to Microsoft.

Seamless and cost-effective calling native to Microsoft Teams

Teams Phone transforms how your organisation communicates, enabling employees to make and receive calls from anywhere, on any device. With enterprise-grade reliability, built-in security and operating entirely over IP, Teams Phone reduces the complexity of managing traditional phone systems and ensures your business is ready for the upcoming PSTN switch off.

One provider, one platform

No longer do you need to manage multiple providers for voice, collaboration and productivity. Teams Phone can **save you money** by replacing your fixed line calling solution and outdated PBX and eliminating the need for costly on-premises hardware and maintenance of legacy telephone systems.

Seamless user experience

A cloud-based telephony solution that seamlessly integrates with Microsoft 365. **No need to switch between devices, apps or platforms**, Teams Phone works natively within Microsoft Teams, allowing users to call, chat, meet and collaborate **all in one place**.

Secure and reliable

The **highest levels of security**, with two-factor authentication, single sign-on through Entra ID and data encryption. GDPR compliant, Teams Phone also comes with a range of additional compliance features that mean your communication remains as secure as the rest of your cloud data.

Let's talk.
Our Microsoft Teams Phone specialists are ready to support you. Contact your account manager to arrange a call.

Kickstart your Teams Phone enablement with Advania

Operator Connect and Direct Routing are two solutions available for connecting a telephony service to Microsoft Teams for the making and receiving of PSTN calls.

Operator Connect enables streamlined deployment and self-service capabilities for configuration and number management. Direct Routing offers more flexibility and the ability to integrate with our proprietary Bring Your Own Trunk (BYOT) and Bring Your Own Carrier (BYOC) solutions.

Our experts will work closely with you to understand your existing set-up and business needs and the solution that is right for you.

Operator Connect

Fast. Frictionless. Straight-forward.

With a straightforward setup process through your Teams Admin Centre interface, Operator Connect enables a quick, easy and secure transition for your business with Advania managing the connectivity and routing of calls between the PSTN and Microsoft Teams.

Key benefits:

- Seamless number procurement and porting
- Simplified configuration and management
- Faster deployment
- Single vendor relationship
- Differentiated pricing models

Direct Routing

Flexible. Scalable. Integrated.

A secure, scalable solution with maximum deployment flexibility for businesses with more complex requirements. Direct Routing allows organisations to enable PSTN calling through Teams whilst supporting integrations with legacy PBX systems, SIP trunks and on-premises infrastructure.
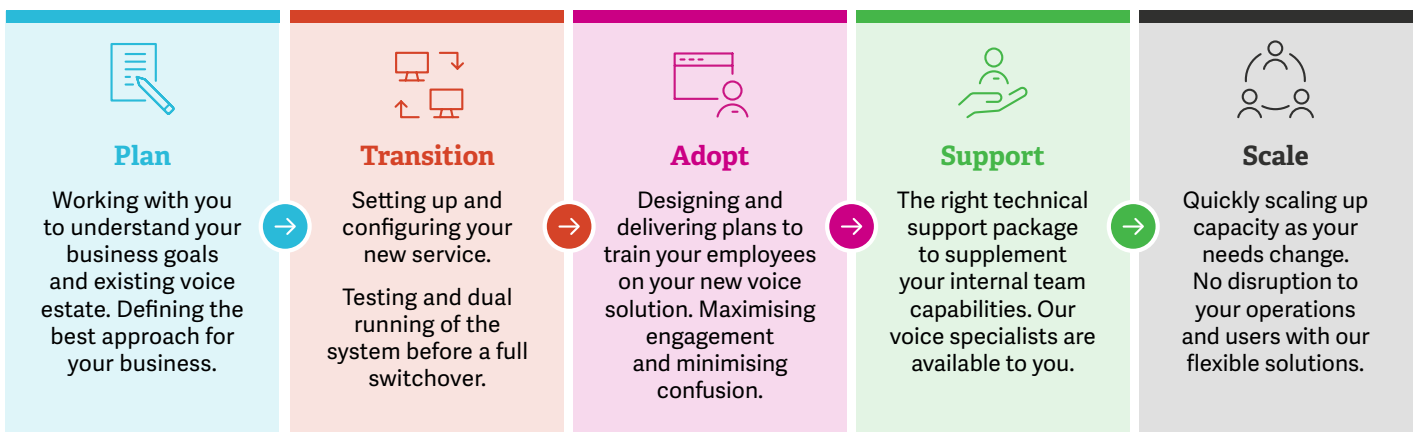
Key benefits:

- High level of flexibility and versatility
- Integration and interoperability with existing systems or suppliers
- Single vendor relationship
- Not limited to countries covered by Microsoft Calling Plans or Operator Connect

Partnering with you to enable Teams Phone

Advania empowers organisations to expand their unified communications with Teams Phone, providing users with a single point of entry for all collaboration and communication.

Choose Advania to turn your unified communications vision into reality with our services expertise.

Plan
Working with you to understand your business goals and existing voice estate. Defining the best approach for your business.

Transition
Setting up and configuring your new service.

Testing and dual running of the system before a full switchover.

Adopt
Designing and delivering plans to train your employees on your new voice solution. Maximising engagement and minimising confusion.

Support
The right technical support package to supplement your internal team capabilities. Our voice specialists are available to you.

Scale
Quickly scaling up capacity as your needs change. No disruption to your operations and users with our flexible solutions.

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