



# Calling Services for Microsoft 365

At Proximus, we advise our customers on their journey to the ideal digital workplace. Our goal is to make employees collaborate more efficiently, work in a mobile way, and become more engaged.



## Microsoft Teams

**Microsoft Teams** is a digital workspace tool that brings together all the information that teams need to work effectively and optimize their performance.

Proximus enables **Direct Routing for Microsoft Teams**, allowing customers to make and receive calls to and from fixed and mobile numbers in Teams. This is done by coupling the Proximus SIP Trunk to the Microsoft Phone System. Certified Session Border Controllers (SBCs) are installed in the Proximus Data Center to establish the connection to the Microsoft cloud.

Proximus Calling Services for Microsoft Teams is available in a dedicated and a multitenant setup (to serve both the corporate and SMB market), allowing customers to choose to either have their own SBC or a shared version, both managed by Proximus.

## Attractive voice offering

Besides facilitating team collaboration, the Proximus Direct Routing solution offers the **following features**:

- **Attractive rate plans:** national and international numbers to continue serving you in your geographic expansion.
- **Correct emergency call routing** to make sure your end users are located accurately when calling the emergency services.
- **Disaster recovery solution** for Teams Direct Routing (when connectivity to the public cloud is down or the O365 platform is unavailable).
- Traditional **Voice Value Added Services** (e.g. Call Barring).
- **Non-geographical numbers** to serve your customers better (e.g. 0800 Green Numbers).



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Microsoft's Belgian  
Partner Of The  
Year 2019



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As **Microsoft's Belgian Partner Of The Year 2019**, Proximus has demonstrated its business excellence in delivering Microsoft solutions to multiple customers over the past year.

Apart from Teams, we have **full Microsoft365 knowledge** enabling us to upsell and pitch the full M365 E5 plan spanning **Windows 10** and **Security** too. If required, Proximus can also sell CSP licenses through the ClearMedia channel.

Proximus is the **Single Point Of Contact for customers**. We advise and offer end-to-end solutions, whether they involve the connectivity, network, IT infrastructure or Teams itself.

We provide our customers with complete services and can help them from start to finish: giving strategic advice on the digital workplace, conducting readiness assessments, issuing licenses, providing migration and configuration services, up to and including complete support for the entire environment.

## Proximus guides you on your migration path

Proximus is there to **help companies exploit the full potential of Microsoft Teams**:

- Proximus guides customers who are making the transition to Microsoft Teams with tailored **consultancy services** (a standardized Teams Readiness offering) and **user adoption tracks**.
- Proximus has a broad knowledge not only of Skype for Business, but also of existing IP Telephony platforms (such as Cisco, Avaya, Alcatel, and BroadSoft) and can therefore help you **define the ideal migration path to Teams Direct Routing**.
- Proximus can take care of the **full ecosystem around Teams** (devices, video conferencing, fax servers, DECT systems, and analog lines).
- Proximus expands its offering by giving access to **value added services** such as contact center integrations, fax servers, analog line integration, and compliancy recording.
- Proximus provides **analytics** for your Teams deployment, driving Teams usage.

### More info



Contact us via [www.proximus.be/contactpage](http://www.proximus.be/contactpage)  
or surf to [www.proximus.be/teams](http://www.proximus.be/teams)



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