

Pure IP

Faster. Smarter. More.
Just voice.

An Overview of Microsoft Teams Direct Routing

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DIRECT ROUTING

Direct Routing is a flexible way of adding external calling to Microsoft Teams by allowing you to connect to third-party voice services.

Direct Routing is one of the three options available to organisations for enabling external calling with Microsoft Teams and allowing you to use Teams as your enterprise telephony platform. The other two options are Calling Plans and Operator Connect.

Direct Routing, also known as the 'Bring your own carrier' model, is largely considered the most flexible of the three options and involves connecting external voice services from a third-party provider, such as Pure IP, to your 365 Teams tenant via a Session Border Controller (SBC).

Pure IP's Direct Routing Managed Service (or DRaaS) enables a direct connection between your 365 tenant and the Pure IP secure cloud-based global voice network, with extensive fully compliant PSTN coverage and geo-redundant resilience built-in. Utilizing Pure IP's global voice network negates the need for any on-site hardware and capital expenditure.

We adhere to strict security standards, regardless of location, by providing TLS encryption that keeps your voice communications safe. We've also designed all of our systems to be flexible and scalable, allowing you to easily integrate into legacy infrastructure and other platforms.



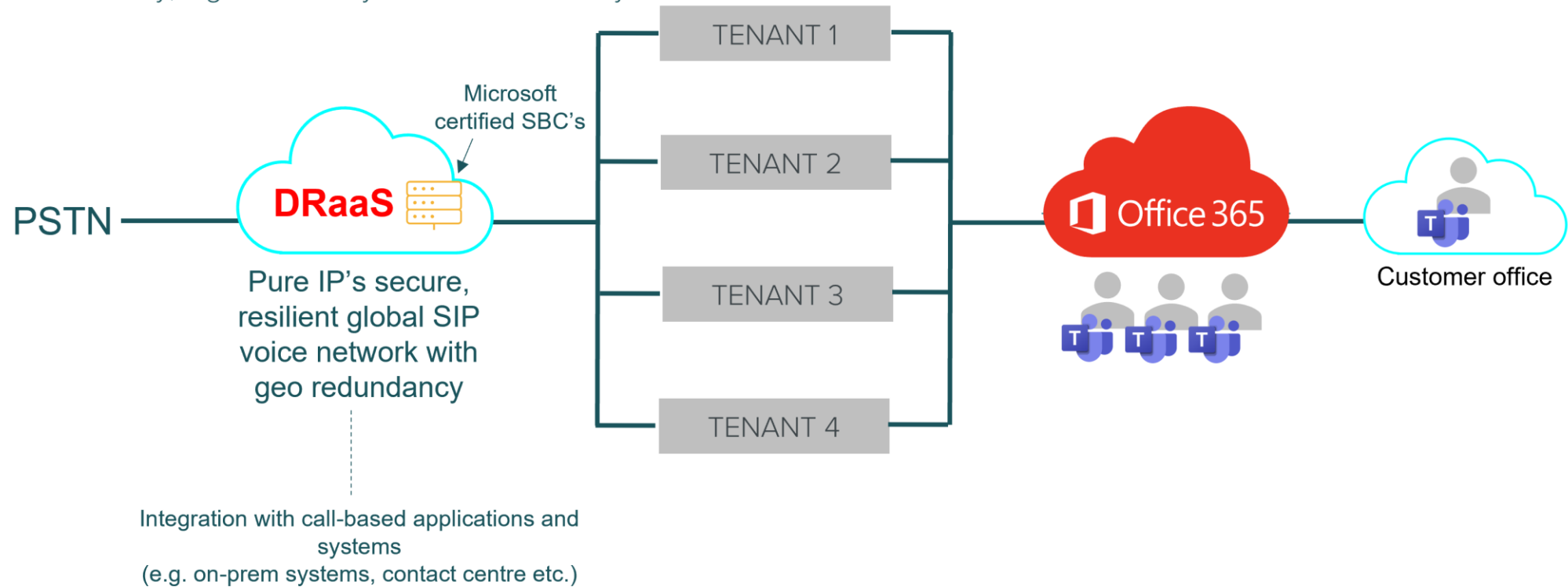
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HOW DIRECT ROUTING WORKS

Pure IP's Direct Routing Managed Service

Direct Routing voice service provided using Pure IP's global voice network with Tier 1 carrier backbone, offering geo redundancy, high availability and built-in security



DIRECT ROUTING SERVICE BENEFITS

- Secure and reliable service
- Extensive fully complaint coverage
- Geo redundant resiliency
- Technically-led 24/7 follow-the-sun support
- Fully managed for the life-cycle of the service, including access to reports and data via a dedicated customer portal
- Complimentary add-on services to provide the complete solution for connecting those hard-to-reach regions and legacy infrastructure



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AN ENABLER OF ENTERPRISE COLLABORATION

What we do:

We help organisations unlock the potential of collaborative working by empowering enterprise-wide communication to enable change.

How we do it:

We do that by connecting the old with the new, **integrating voice** across the ever-evolving platforms, systems and applications to provide a **single connected communications service** to enable businesses to collaborate effectively in more locations than other providers.

We offer a **progressive** suite of services that continues to **evolve** to meet new technologies and customer requirements. Built around our own secure, reliable and adaptable global voice network, our services are underpinned by a technical-led team steeped in voice experience and expertise.

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Platform neutral approach



Our own cloud-based network



Tech-led direct customer relationships



24/7 follow the sun support



Geo redundant infrastructure



Actively supported
Microsoft Teams
migrations



Original launch
partner for Microsoft
Operator Connect



Integrations with
legacy systems & third-
party applications



Trusted to provide &
underpin critical
services

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Any Questions?

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