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Global expertise, local outcomes

TotalVoice
by Noventiq

Collaborate with

Microsoft Teams Phone

Teams Phone Pilot with Total Voice offer

The Era of Hybrid Work

Challenges and Opportunities

Hybrid Work brings new challenges and creates opportunities

Remote employees

Employees need to communicate from any worksite, on any device

Evolving calling scenarios

Organizations require flexible phone capabilities—while keeping classic calling features

Pressure on IT budget & resources

Modern solutions must be cost-effective and easy to manage

Microsoft Teams is the hub for teamwork thar has the answer to those challenges and new opportunities

Teams is a trusted leader in Unified Communications

270 million
Teams monthly active users [1]

80 million
Teams Phone monthly active users [1]

12 million
Teams Phone PSTN users [2]

1 billion
Calls in a single month

Leader
in Gartner's 2022 UCaaS Magic Quadrant report [3]

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Microsoft named a Leader in 2022 Gartner® Magic Quadrant™ for Unified Communications as a Service (UCaaS), Worldwide

Figure 1: Magic Quadrant for Unified Communications as a Service, Worldwide

Source: Gartner (November 2022)

Why Migrate your PBX to Teams Phone?

Why Migrate your Telephony System to Teams Phone?

Most companies run their telephony with an on-premises PBX (Private Branch Exchange) system connected with a local PSTN (Public Switched Telephone Network), which presents the following challenges:

❌ **Outdated PBX system** or coming to the end of its life and needs to be upgraded.

❌ **High costs** to manage and maintain your on-premises PBX system and separate Annual Maintenance Contracts.

❌ **Difficult to scale** when you open a new branch office as it requires new equipment to be purchased.

❌ **Lack of features** and acquiring new features requires additional investments in equipment and licensing.

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Transform your Legacy Phone System with Teams Phone

With Teams Phone, you can migrate your phone system to the Cloud and run a full featured Cloud Phone System powered by Microsoft Teams

✅ **Reduce** management costs of on-prem PBX system

✅ **Manage and operate** your Teams phone system in the Cloud

✅ **Track and analyze** your phone billing costs

✅ **Have a single platform** for collaboration and communication

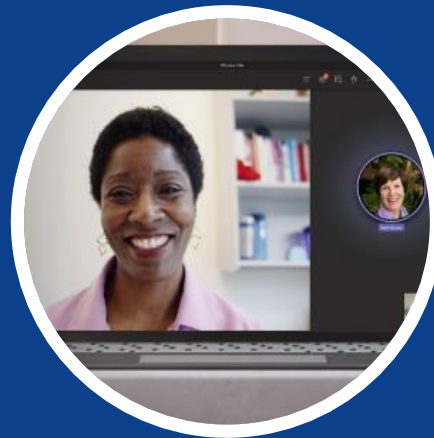✅ **Increase Teams adoption** across your organization

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Microsoft Teams

Learn Why Teams is the Ultimate Phone System Solution for your organization

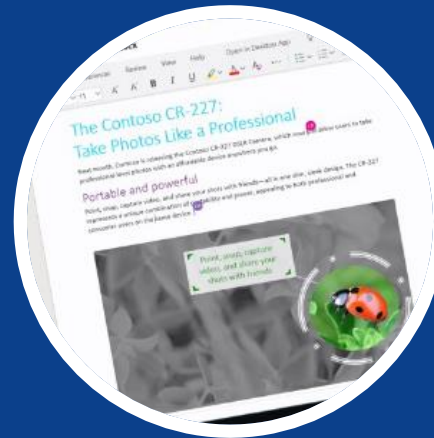| Meet	Chat	Call	Collaborate	Automate

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An enterprise-grade cloud communication service built for all the ways you work.

Simplified communication and collaboration through a single app.
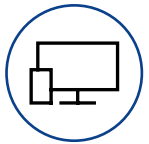
Enterprise-grade communication features.

Flexible, mobile-first experience and devices.

Inclusive communications with more accessible features

Simplified communication and collaboration with a single app

Work smarter by bringing together calling, chat, and meetings in the only app that empowers teams with a connected, collaborative, and context-rich experience.

Stay connected with your team, customers, and partners with voice and video calls initiated from a Teams chat, the Calls app, or even through PSTN.

Enjoy cost-savings and the collaborative benefits of VoIP calling, including screen sharing, video calling, and real-time shared access to all Microsoft 365 apps.

Work seamlessly as a team with group call pickup, delegation, shared line appearance, consultative transfers, and more.

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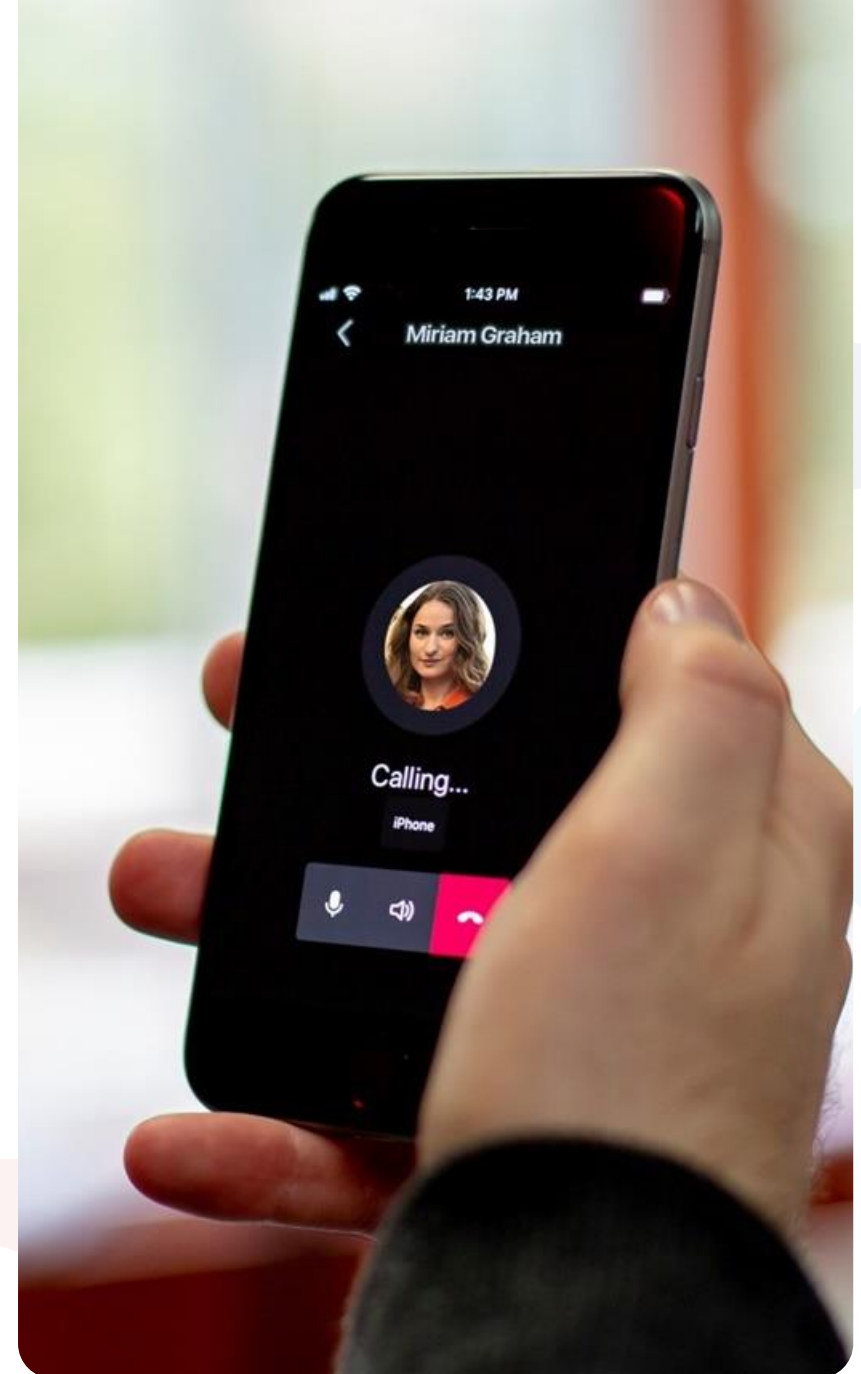
Bring calling into everyday work with Teams Phone
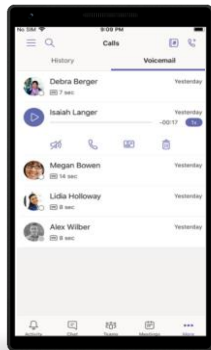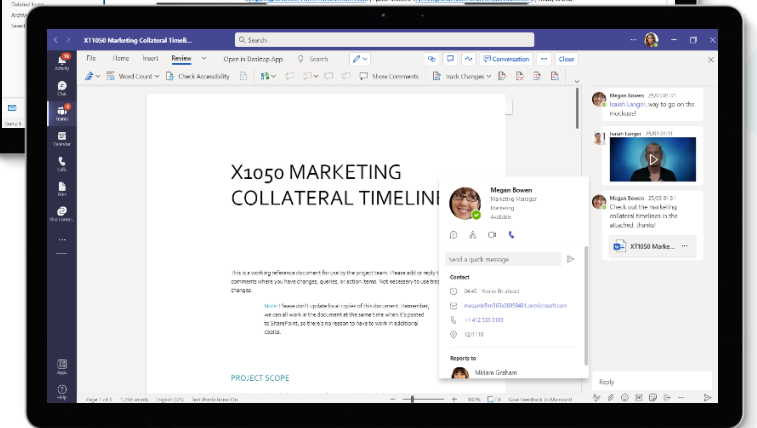
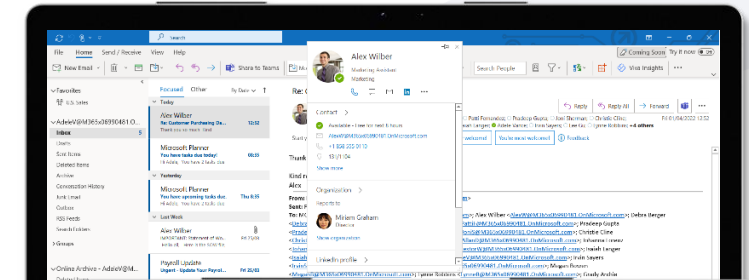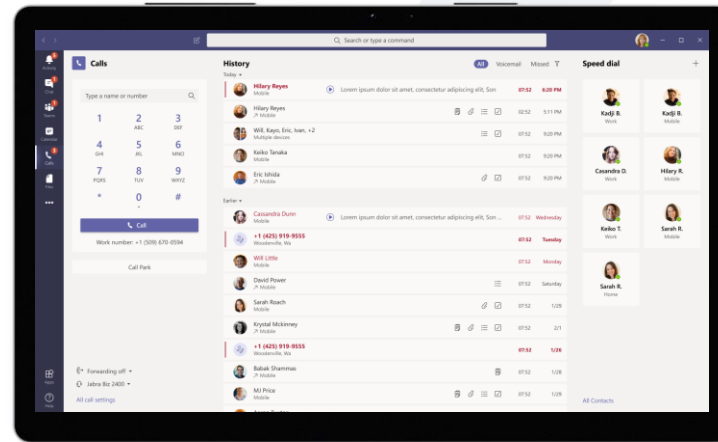**Connect naturally** | **Full phone capabilities in Teams** | **Call in context**
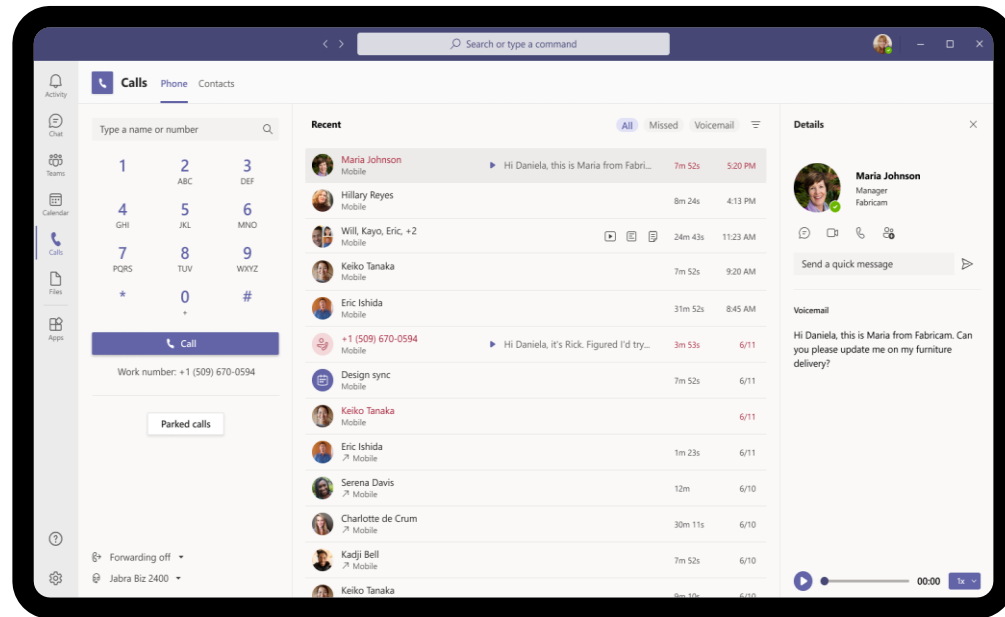

Teams displays

Teams phones

Teams mobile app

Call from
Microsoft 365 apps

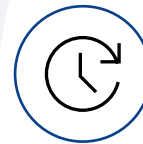# Flexible, secure and seamless calling enables hybrid work

An integrated phone solution gives hybrid teams more opportunities for connectedness and informal problem-solving.

At just 1/4
the length of a typical meeting, phone calls enable efficient check-ins and updates.

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Total Voice: Bringing Extended Functionalities and Value to Teams Phone

Teams Phone & Total Voice: Better, Together
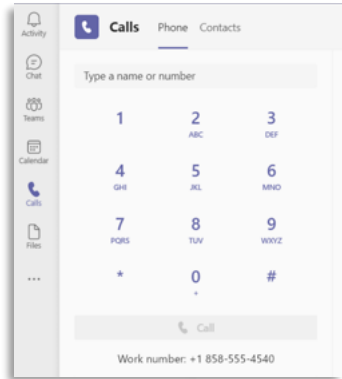
Simplified, Enterprise-grade Calling in Teams

Total Control, Total Visibility, Total Voice
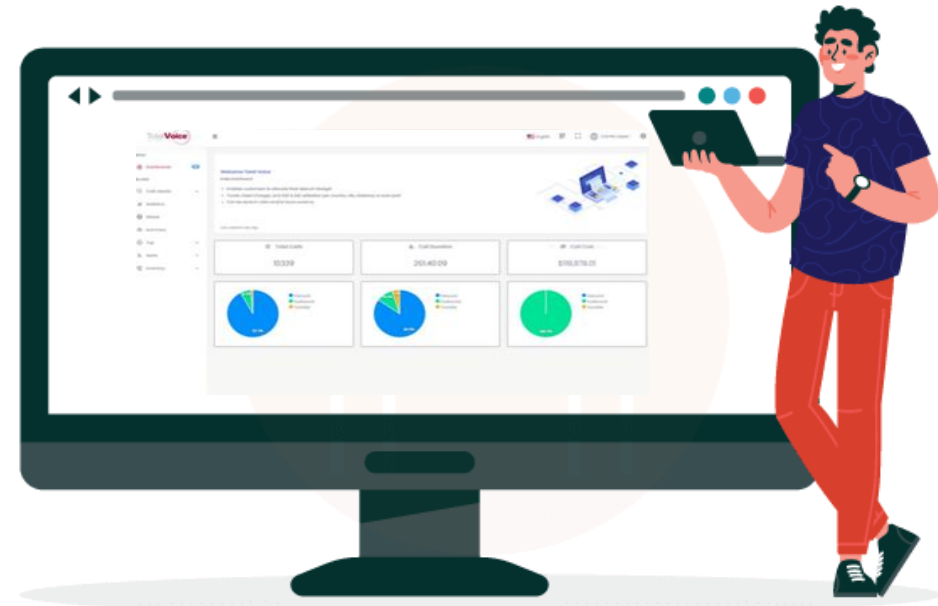
Total Voice
Extends the value of Microsoft Teams Phone System

Total Voice is a SaaS application that lets you migrate your legacy, on-premises phone system to Microsoft Teams Phone. With its web-based management console, Total Voice makes it easier than ever to manage and provision your Teams Phone in the Cloud, making Microsoft Teams your sole platform for unified communications and collaboration.

TOTAL VOICE	BILLING	ADOPTING	CALLING	ENGAGING	AZURE MARKET PLACE
	1	2	3	4	

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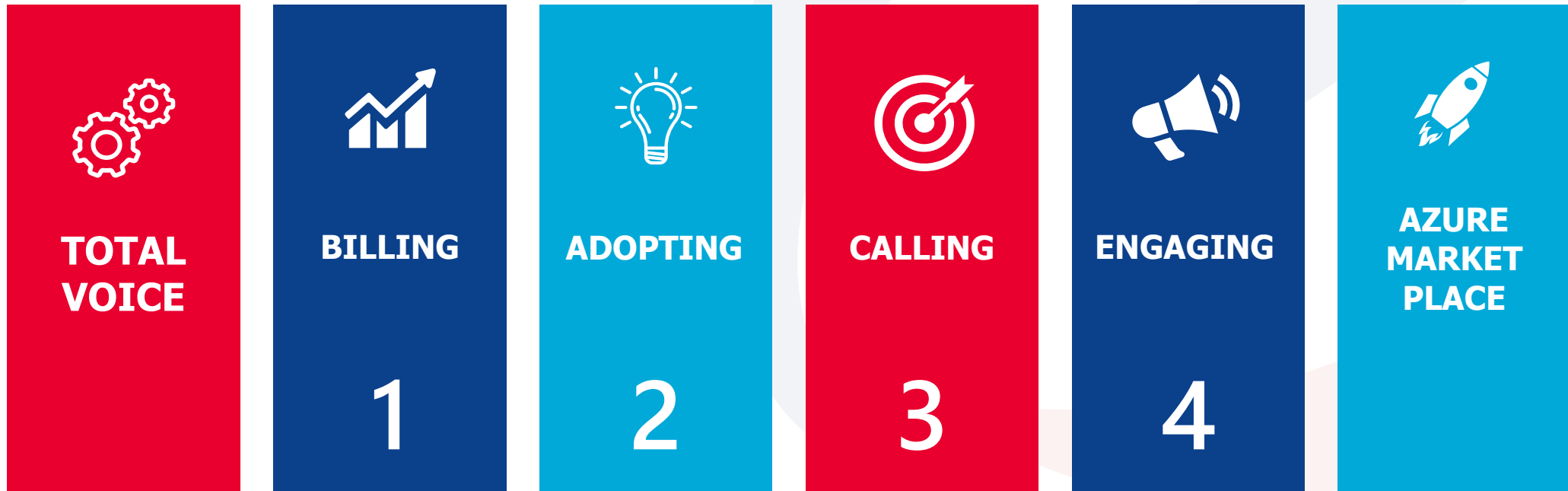
Total Voice comes with 4 Modules that Integrate with Teams Phone to enable additional features

BILLING
- TEAMS Extension Categories
- Corporate Telco Budgets
- Bags of Minutes/Money per user
- Cost Center Allocation
- Automated Reports
- Carrier/Trunks Analysis
- Minute Consumption Optimization

CALLING
- Microsoft TEAMS PSTN full activation
- Inbound DIDs Globally available
- Outbound Traffic to all the world
- DIDs / DS0s worldwide
- 1800s per country
- Web RTC
- Minutes & Seconds

ADOPTING
- TEAMS Adoption
- Intentional Actions
- Differentiated Base lines
- Reporting
- Auditing
- Storage
- Devices

ENGAGING
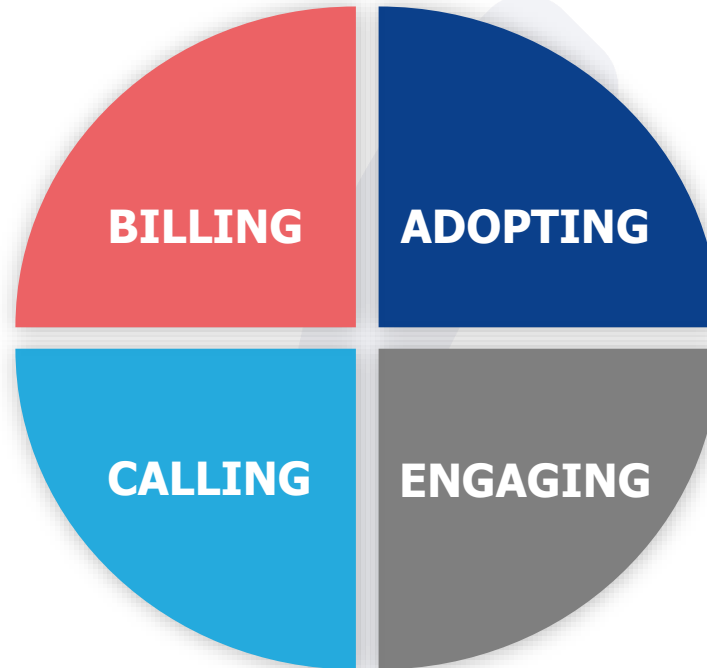- Information directly from Microsoft Teams Attendants and Queues
- AA and Queues Reporting in Real time
- Inbound call center operation
- Support Compliance Recording (partner)

BILLING · ADOPTING · CALLING · ENGAGING

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Key Benefits of Using Total Voice for Teams Phone

CLOUD

100% Cloud, 24/7 Support, available worlwide, customer do not need to use their own Azure susbcriptions to get the service

NO MAINTENANCE

SaaS – NOVENTIQ ensures always the product is up-to-date with security standards and latest features

FLEXIBLE

The customer can contract as many modules as they need, there is no mínimum, there is no limit

EASY SETUP

Cloud-to-Cloud integration (Total Voice <-> Customer Office 365) Information is taken directly from customer Microsoft 365 service

USER-FRIENDLY

Do complex tasks with few mouse clicks using a simple to use web-based interface

ADVANCED REPORTS

From a collaboration-based service to complex Microsoft Teams-based call center environments, Total Voice has designed reports that fit the most common customer needs

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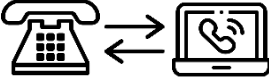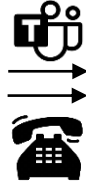# Get a Free Teams Phone Pilot to enable one of the following scenarios in your environment:

1. Interconnect your legacy PBX to Microsoft Teams for dual operation	2. Implement simultaneous ring between your existing PBX and Microsoft Teams	3. Migrate your existing PBX to Microsoft Teams Phone System	4. Open new location (s) only with Microsoft Teams telephony

Want to try before you buy? We got you!

OFFER: Enjoy a FREE 30 to 90 days pilot of Teams Phone with Total Voice

Enjoy a fully functional pilot implementation of Teams Phone with PSTN Connectivity and telephone numbers for 25 to 50 users and evaluate Teams Phone with Total Voice in action

Managed UCaaS Service

TotalVoice

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PSTN

Microsoft Phone System (Cloud PBX)

Microsoft Teams as a Cloud PBX

Microsoft Teams

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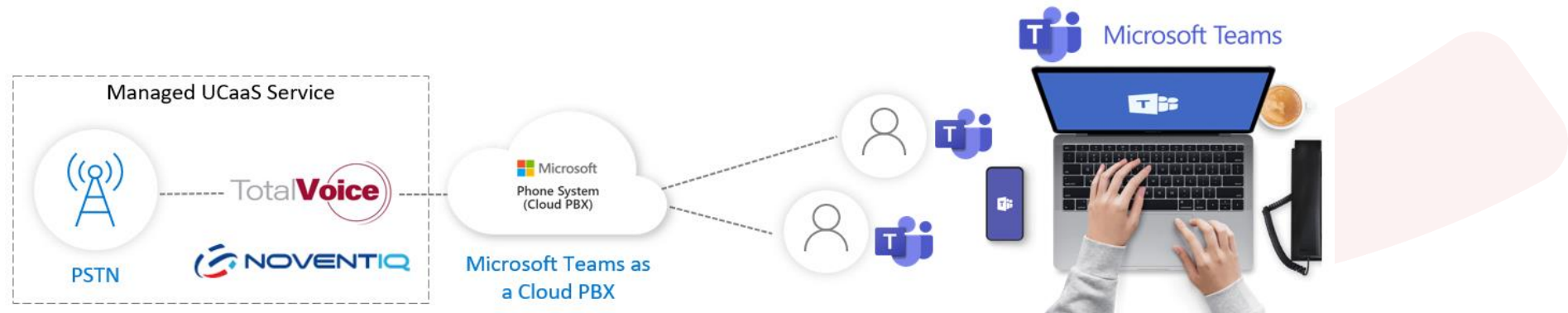
The Teams Phone Pilot can be implemented in the following scenarios

1. Migrate existing Telephony services to the Cloud with Teams Phone

From this...   **...to this**

Noventiq can offer its cloud-based Direct Routing as a service solution or implement Direct Routing connectivity to customers' SIP Trunks.

Domestic & International numbers and calling plans are available as part of the implementation

2. Maintain Existing PBX and PSTN services and enable Teams Phone for additional users
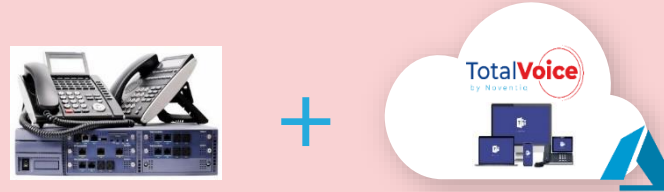
Existing PBX   **plus, Teams Phone**

In this scenario Noventiq can guarantee the integration (Interoperability) between the existing on-premise PBX to Teams Phone and Total Voice.
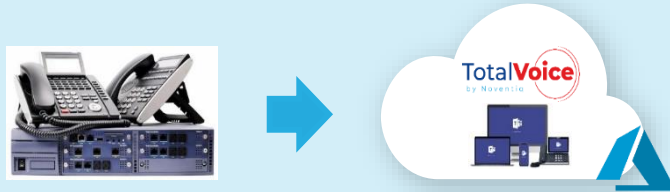
For example:
- SIP, TDM, Analog
- Simultaneous ringing, automatic forward, among others

3. Replace PBX services and maintain the current PSTN services (Keep the same phone numbers)

HW Based
PSTN
or
SBC
SW Based

integrated to the Cloud-based services

Very common scenario that applies in countries where porting services is not available. Noventiq can offer an on-premises technology (SBC:Session Border Controller) to keep the current PSTN services (no matter what technology) and interconnect it to the Cloud solution of Teams Phone + Total Voice.

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What are the delivery stages of Teams Phone Pilot?

2

Plan

Our technical voice architect will define your goals, requirements, and success criteria for the POC. We will also assess your current network, infrastructure, and devices readiness for Teams Phone

3

Deploy

We will configure and enable Teams Phone features and policies for 25-50 users in your organization. We will also provision and assign phone numbers to the POC users and 2 auto attendants and call queues.

4

Evaluate

We will collect feedback from the POC users and stakeholders on their experience and satisfaction with Teams Phone. We will also measure the performance and usage of Teams Phone and provide readiness training for user and administrators

Week 1

Week 2

Weeks 3-4

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Success Stories

1ST COLOMBIAN GASOLINE & OIL DISTRIBUTOR

- TERPEL has 2,500 extensions
- TERPEL had a mix of AVAYA IP/Digital/Analog technologies + Panasonic in some of the 5 countries in the Andean region.
- They had 32 different PBXs to administer, monitor, Support and maintain. With Microsoft just ONE. They moved to Microsoft Teams with Total Voice

Main Challenges for the customer:

- Management of the AVAYA was extremely complex.
- Billing of the AVAYA was extremely poor.
- Integration of AVAYA with POLYCOM video conference was almost zero.

Benefits:
- Only ONE single expense Management layer with Total Voice BILLING module.
- One FULL adopting tool for the 2,500 users in all LATAM with Total Voice ADOPTING Module.
- Native Video Integration with POLY
- One Management interface with TOTAL VOICE.

4TH BIGGEST CINEMA PLEX IN THE WORLD

- CINEPOLIS has more than 2,000 seats in Office 365 and presence in 27 countries with a total of 7,000 employees.
- They had 27 different PBXs to administer, monitor, Support and maintain. With Microsoft just ONE. Initially they went to cloud PBX with Skype and then with TEAMS

Main Challenges for the customer:

- Different PBXs, different vendors, different Support contracts and brands.
- High Telecomm Bills for International long distance
- Huge OPEX associated to the Voice Network

Benefits:
- Only ONE single expense Management layer with Total Voice BILLING module.
- One FULL adopting tool for the 7,000 users in all LATAM with Total Voice ADOPTING Module.
- Zero long national or International telephony bills.

FOOD MANUFACTURER IN MEXICO

- The Objective was to replace the old network of 20 AVAYA distributed analog/digital PBXs all over LATAM for just one single voice system.
- TEAMS was chosen as a HUB of communications with Microsoft 365.
- RIBBON was the Partner for SBCs/GWs. Only Total Voice Billing and Adopting was implemented.

Main Challenges for the customer:

- Problems with electricity in the remote sites
- High Telecomm Bills for International long distance
- Mexican Telephony Signaling is Proprietary NOT standard.

Benefits:
- Only ONE single expense Management layer with Total Voice BILLING module.
- One FULL adopting tool for the 12,000 users in all LATAM with Total Voice ADOPTING Module.
- FULL integration with all the Microsoft 365 applications.

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Noventiq is a leading Microsoft partner in Modern Workplace

Noventiq is a leading global solutions and services provider in digital transformation (DX) and cybersecurity. We specialize in multi-cloud environments with a focus on Microsoft technology, coupled with expertise in software, proprietary services and solutions. We offer customers a comprehensive portfolio of Microsoft cloud services alongside our own services for transformation, management, security and modernization.

25+
Years of collaboration

600+
Microsoft Certified Professionals

One of 10
Microsoft globally managed partners worldwide

Best licensing practices
LSP authorization in 36 countries
CSP authorization in 50+ countries
SPLA reseller for 8 years

Microsoft Partner of the Year

| Oman | Vietnam | Cambodia | Malaysia | Bulgaria | 2021 2022 2023 |

Noventiq is a trusted partner in Microsoft AI Cloud Partner Program with all 6 Solution Designations and deep solutions expertise supported by Azure Expert MSP status and 12 Advanced Specialization in Azure, Security, Modern Work and Business Applications solution areas.

Modern Work
Advanced Specializations in Microsoft AI Cloud Partner Program:

- Calling for Microsoft Teams
- Meetings and Meeting Rooms for Microsoft Teams
- Teamwork Deployment
- Modernize Endpoints
- Adoption and Change Management

Microsoft Partner of the Year
Microsoft Partner Awards:

- 2023, 2021, 2020 Microsoft Partner of the Year in TEAMS Calling & Meetings in LATAM.

Total Voice Awards
Frost & Sullivan Awards:

- 2022 Product Leadership Award in LATAM Collaboration Services Industry
- 2021 New Product Innovation Award

Microsoft Partner Azure Expert MSP

Microsoft Solutions Partner Infrastructure Azure

Microsoft Solutions Partner Data & AI Azure

Microsoft Solutions Partner Digital & App Innovation Azure

Microsoft Solutions Partner Security

Microsoft Solutions Partner Modern Work

Microsoft Solutions Partner Business Applications

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Thank You!