

# Microsoft Teams Voice

Migrate to cloud-first calling



# Business

# Migrate to cloud-first calling

We know how important workforce agility and flexibility are to an organisation's resilience



Your workforce needs to be able to work from anywhere



With access to communications not limited by legacy infrastructure



Many organisations have introduced Microsoft Teams to keep productive

# Why Microsoft Teams Voice?

Is your organisation:



Using on-prem PBX or paying for more fixed line minutes than needed?



Paying for multiple conferencing solutions?



Carrying large support costs for PBX voice services?



Not fully transitioned to a cloud-first communications?



Not prepared to address the Openreach analogue network switch-off?

If the answer's **'Yes'** to any of these questions, **we can help.**

# The benefits of Microsoft Teams Voice

Our Microsoft Teams Voice services will enable you to improve customer productivity by easily transferring inbound and outbound calls between Microsoft Teams and any fixed or mobile devices

Flexibility and  
simplified user  
management

Peace of mind  
with enterprise-  
grade support

Cost savings  
from reduced  
legacy  
management

Can increase  
employee  
productivity and  
efficiency

# Our Microsoft Teams Voice services

## Hosting and connectivity

- Public or private Direct Routing available
- Public Microsoft Operator Connect available

## Service overview

- Enterprise-grade PSTN voice access with flexible, direct routing for domestic, international, inbound and outbound calls
- Offers a flexible, accessible and cost-effective alternative to Microsoft Calling Plans and other direct routing providers
- Self-service, standard, managed tenant, full management or tailored deployment options available
- We can provide you with a new Contact Centre Solution or integrate into third party telephony solutions (such as Contact Centre or PBX)

## Commercial options

- Per channel/per month
- Per user/per month

## Impact

- Delivers a truly unified comms experience for end users while consolidating voice estates, replacing legacy PBX or UC platforms and reducing CAPEX as well as overheads
- Can enable calls within Microsoft Teams using SIP technology to route them
- Options that need a phone system with a few extras, like phone number and tenant management or reporting and analytics

# Microsoft Operator Connect



# What is Microsoft Operator Connect?

Make the simpler switch from your old lines and legacy telephony systems to PSTN calling via Microsoft Teams and connect your users in minutes

- Use Microsoft Teams as your phone system
- Simplify and speed up phone number assigning
- Efficient and effective working through Teams Calling Automation Platform (TCAP)
- Support for your people with hybrid or remote working



# Benefits



## Quick to assign numbers

Connect to the operator and give numbers to all their people in a matter of minutes



## Simple to deploy

Provision their users and manage all connections directly from the Teams Admin Centre



## Reliable and ultra-secure

Customers get operator-level support, service level agreements and our trusted network connection



## Extra cost-effectiveness

Optimise their existing Microsoft investments and save when they make it easier for people to embrace hybrid or remote working



# Microsoft Operator Connect vs Direct Routing

	Operator Connect	Direct Routing
Key differentiators	Best suited to organisations with less complex requirements. Manage all communications through the Teams Admin Centre or Teams Calling Automation Platform	Best suited to more complex organisations due to more flexibility and functionality. Integrate other services such as Contact Centre
Program type	Programmatic approach to operator-provided calling	Not a program. Core functionality
Interconnection	Microsoft Azure Peering Service ( <a href="#">MAPS</a> ) for Voice	TLS/SRTP over Internet or MAPS
Number provisioning	Provisioning through APIs to facilitate automation	“Limited” (through Powershell only)
Teams Admin Centre	Operator presence in Teams Admin Centre	None
Customer experience	Number visualized in the portal for provisioning and management	IT admin or operator needs to assign number and policies through PowerShell
Data sharing	Call-detail record (CDR) and call quality dashboard (CQD) data provided to operators through APIs	CDR/CQD data can be retrieved tenant by tenant using delegated access
Support/SLA	Operator Tier 1 Support; Operator-Microsoft model in place	Operator Tier 1 Support; Escalations through Microsoft 365 and/or Premier Support
Management	Dedicated management capabilities in operator portal or API	Delegated admin or Teams role-based access control (RBAC) access required from customer
TCO	“As a service” model delivered by the operator	SBC owned and operated by the customer or hosted and managed by operator

# Management tools & service options

Manage all your communications through the Teams Calling Automation Platform (TCAP) or Microsoft Teams Admin Centre

- Manage users and numbers
- Assign numbers to groups of people
- Access pre-configured call queues and auto attendants
  - Add to your environment through the Teams Admin Centre
- View service health
- Access call statistics for reporting
- Flexible management – self service or supported setup

# Why Virgin Media O<sub>2</sub> Business

# Why Virgin Media O<sub>2</sub> Business for Microsoft Teams Voice

- **We provide a scalable, cloud-based enterprise voice grade solution** – with built-in voice routing resilience.
- **We bring Microsoft Teams and mobile together** for a truly unified communications experience.
- **We offer a choice of access** - delivered via dedicated connectivity, guaranteeing QoS and providing the assurance of Enterprise grade voice services.
- **It can also be delivered securely over existing internet connectivity** to suit any hybrid or remote working requirements for some or all sites, giving you greater flexibility.
- **We'll give you the reporting, predictive cost planning, and cost efficiencies** by only paying for what you use – supported by our UC Bolt On zero-rates voice calls made over the data network with your O<sub>2</sub> mobile service, protecting your data allowance.
- **We give you flexibility** with a range of different complexities that best suit your organisation

# Why customers work with us

- We'll help keep our customers' people mobile and secure. Increasing productivity and efficiency, delivering a better user experience, and saving them IT time and costs.
- We'll help them to focus on what they need to innovate and grow. Our solutions fit around their business and helping to improve their employee satisfaction.
- We have a strong team to support our customers and can offer additional Microsoft services and licences to meet their needs.



# Why Virgin Media O<sub>2</sub> Business

- We've combined the power of two of the UK's leading networks – Virgin Media's fixed network and O<sub>2</sub>'s mobile network – to offer our customers the very best of both
- With expertise across the board, we understand the needs of our customers from small, medium and large businesses through to the public sector and wholesale market
- Our specialist teams bring the knowledge to help set-up and support your organisation and can provide favourable pricing or offers that aren't available from other vendors





**Business**