# Bring Employees, Customers and Partners Together.

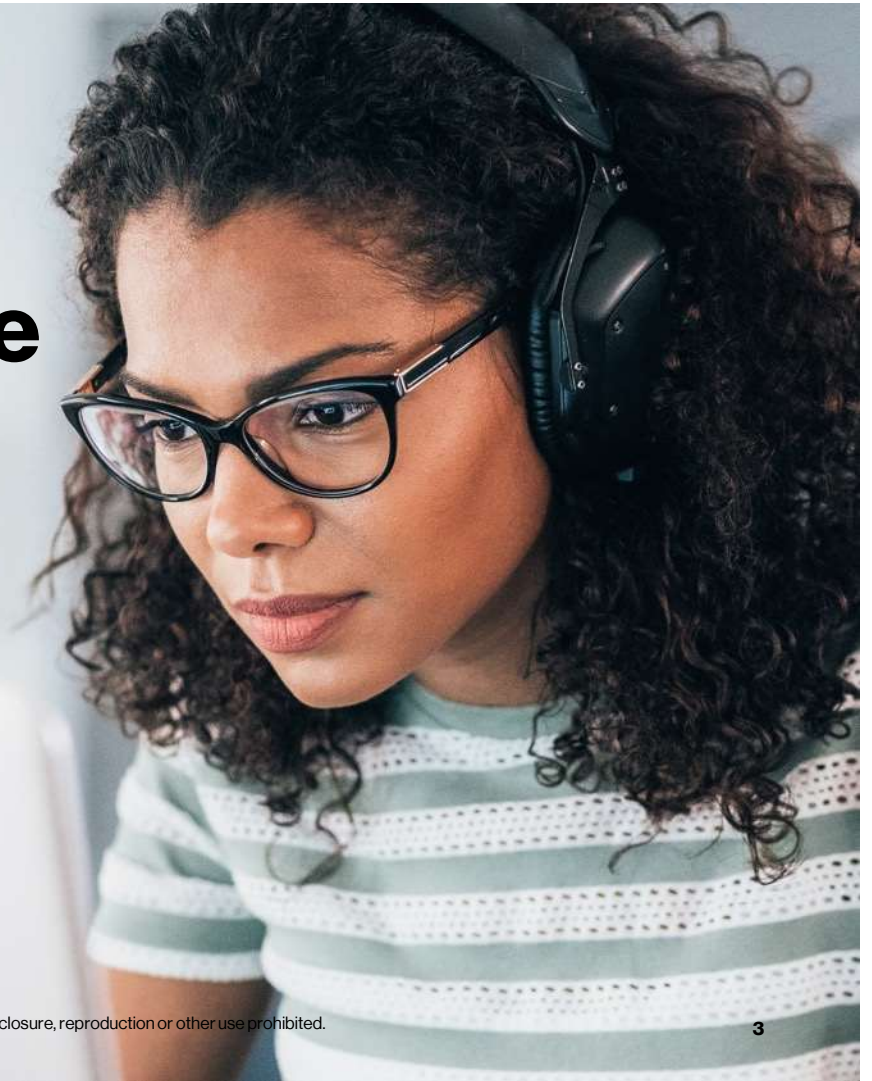**Verizon Calling with Microsoft Teams**

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# The digital workspace is changing the way we meet, communicate and collaborate.

# Remote work is the new normal.

**Enable employees to effectively meet, communicate and collaborate remotely.**

**Deliver security and reliability.**

**Offer multiple device support, virtually anywhere.**

**Control costs.**

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# Introducing Verizon Calling with Microsoft Teams

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# What is Verizon Calling with Microsoft Teams?

**Verizon Calling with Microsoft Teams® is a cloud-based and fully managed Session Border Controller as a Service (SBCaaS) solution bundled with additional service components that enables global calling from Microsoft Teams.**

## Solution and Design Components

**SBCaaS**

- Eliminates complexity of building and/or managing an SBC on your own

**Planning and Assessment**

- Project management
- Site assessment, solution design and reviews
- Design and testing documents

## Service components

**Install and Configuration of SBCaaS**

- Standup and configuration of redundant SBCs
- MS Teams Direct Routing implementation

**Configuration in Microsoft Phone System**

- Enablement of native public switched telephone network (PSTN) calling on Microsoft Teams

**Day 2 and ongoing**

- SBC monitoring and management
- End-user training before migration
- User adoption programs
- Management of network connectivity to Microsoft Teams and Session Initiation Protocol (SIP) trunks

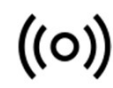# How Verizon Calling with Microsoft Teams makes Teams better

**Offers proven quality, reliability and service expertise.**

**Enables improved cost management**

**Preserves existing functionality**

**Leverages Verizon's industry-leading SIP Trunking solution**

**Extends global coverage**

# Specific business benefits of Verizon Calling with Microsoft Teams

## What Verizon Calling with Microsoft Teams provides

- PSTN calling solution for Microsoft Teams
- Fully managed SBC solution
- Scalable on demand without large capital costs
- Controlled budget with known pricing
- Future-ready hardware and software investments
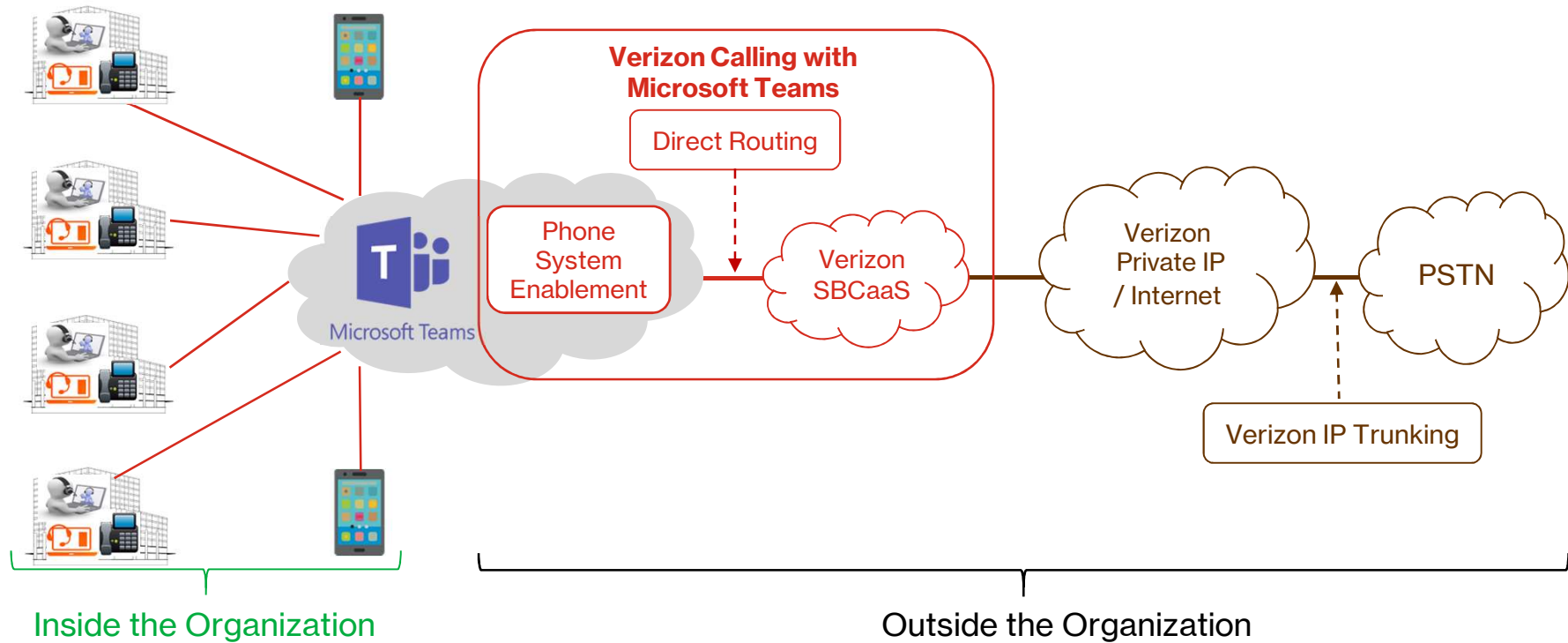- Reduced points of failure with less CPE

## Business benefits of Verizon Calling with Microsoft Teams

- Rapid deployment and configuration as needed
- Low installation and maintenance overhead
- Reduced burden on in-house IT resources
- Reduced labor and associated software patch and upgrade costs
- Facilitates DevOps with less time on hardware management

Supported by Verizon's secure communication infrastructure

# What does Verizon Calling with Microsoft Teams include?

**Verizon Calling with Microsoft Teams**

Direct Routing

Phone System Enablement

Microsoft Teams

Verizon SBCaaS

Verizon Private IP / Internet

PSTN

Verizon IP Trunking

Inside the Organization

Outside the Organization

# The value of partnering with Verizon

# Verizon: Partner for enterprise transformation

**There are no such things as technology projects; they are all business projects with technology components.**

- Start with defining business outcomes, not technology deployments

- Create the culture of collaboration, which is critical to the business mission

- Validate that business outcomes have been realized

- Verizon professional services and adoption programs help achieve critical mass in collaboration

**Technology**

**Culture**

**Process**
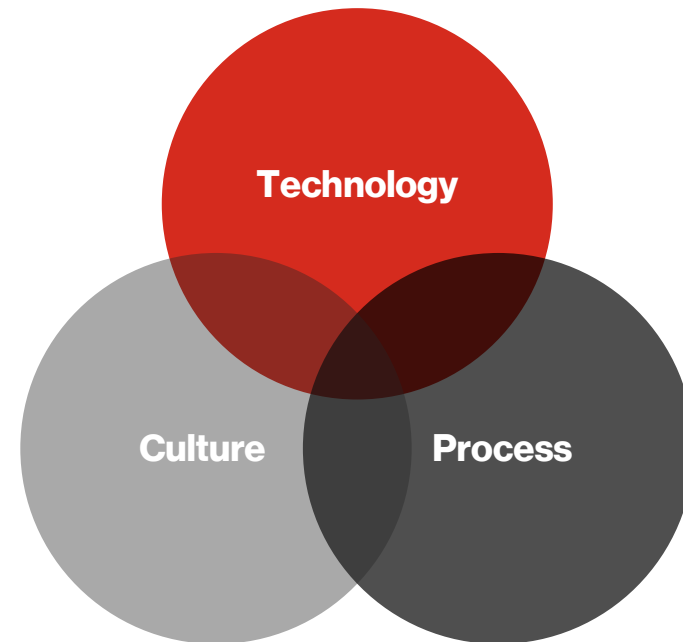
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# How we serve our customers

**Verizon customers ask us to help in a variety of ways; these are the most common.**

Verizon's end-to-end service model gives us the flexibility to support you where you need it,
and we have the scale to keep you prepared.

## Advise

**Technology-driven advice**

Giving organizations the right advice
on technology-driven decisions:

- Reselling best-of-breed products
- Great for organizations that cannot use
professional services

## Assist

**Strategy-driven services**

Enabling organizations by helping
with professional services:

- Accelerating technology implementation
- Expertise on demand
- Assessment and compliance
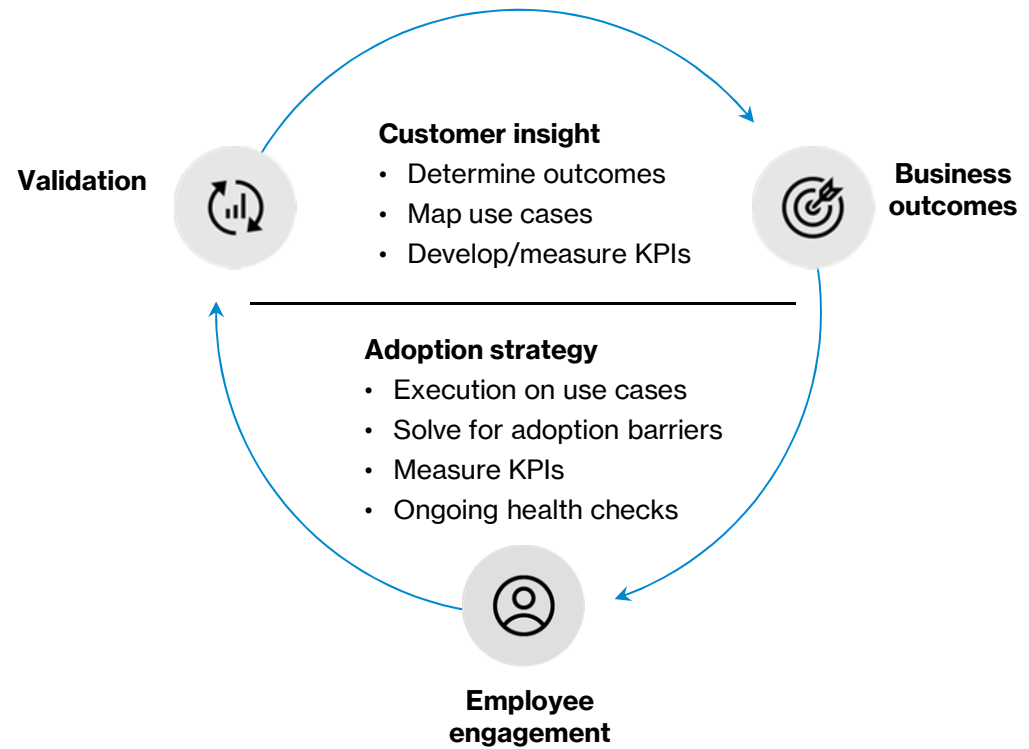
## Manage

**Scalable, managed services**

Assuring organizations have the right
resources and expertise on hand:

- Broad base of managed services
- Control costs
- Named a leader in the 2018 Magic
Quadrant for Managed Unified
Communications Worldwide[1]

# Verizon Lifecycle Advisor program

**Your Verizon Adoption Specialist works to create a solution based on your goals.**

**Validation**

**Customer insight**
- Determine outcomes
- Map use cases
- Develop/measure KPIs

**Business outcomes**

**Adoption strategy**
- Execution on use cases
- Solve for adoption barriers
- Measure KPIs
- Ongoing health checks

**Employee engagement**

# Why Verizon

# Why Verizon for Microsoft Teams calling deployments?

Access to Verizon's industry-leading SIP trunking solution

Partnering with Verizon, one of the most experienced VoIP and UCaaS providers, including several of the largest UCaaS deployments (100k+ seats)

Support for hybrid deployments of premises and cloud-based solutions through our SBCaaS
- Promotes smoother enterprise migrations
- Support for critical legacy applications
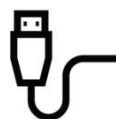
Integrations with complementary solutions
- BlueJeans Gateway for legacy video conference rooms
- Genesys cloud-based contact center solutions

Alternative calling solution availability
- MS Teams + Webex Calling

Scale and experience
- 120,000+ VoIP sites
- 14 million+ telephone numbers
- Nearly 7,000 enterprise customers
- 1.2 million+ global UCaaS seats deployed
- 9 of top 10 Fortune 1,000 use Verizon VoIP

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# Our leadership in VoIP and collaboration continues to be recognized by analysts.

## GlobalData.

### Positioned as very strong in:

Verizon is evaluated as Very Strong in Verizon— Collaboration and Communications Services (Global), Gary Barton, December 2019

## FROST & SULLIVAN

### Positioned as leader in:

United States Mobile Business Communications Services, Customer Value Leadership Award, February 2020 for Verizon One Talk

## OMDIA

### Highest-rated traditional telco:

For advanced business voice services, including UCaaS, in UC as a Service (UCaaS) Scorecard—North America—2020, Diane Myers, Omdia, May 2020[1]

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# Supporting
# Slides

# Detailed Breakdown of Included Verizon Service Tasks

## Planning and Assessment

- Discovery, Planning and Design activities
- Remote network assessment – Microsoft tool based
- Existing PBX assessment
- Produce Design Documents – HLD, LLD and UAT
- Design reviews with Customer and Approvals
- Overall Project Management

## Install and Configuration of SBCaaS

- Standup of redundant cloud based SBCs
- Configure SBC to integrate customer's MS Phone System with Verizon VoIP, Verify basic functions
- Encryption configuration
- Configure Telephone Number port sessions
- Configure management visibility for Verizon MNSO

## Configuration in Microsoft Phone System

PSTN Access Configuration in parallel with SBC

- PSTN Gateway
- Dial plan and associated normalization rules
- PSTN Usages
- Online voice routes
- Provision location and emergency location addresses/policies
- Assign the voice policies and dial plan to Users
- Set QoS settings in Microsoft Teams
- User extraction and validation
- User migration/provisioning for Enterprise Voice
- Configuration of up to (2) Auto Attendants/Native Call queuing per site

## Within this project scope:

- Multiple sites support
- Regions; US, EMEA, APAC
- Provisioning with Admin portal
- 4 days of Day 1 or Hypercare support per region
- System Acceptance Testing (SAT) (1 day/SBCaaS region)

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# Optional (non-standard) Verizon Service Tasks

## Install and Configuration of SBCaaS

- Third Party Carrier Integration
- Multiple IP PBX Integration
- IP Toll Free Integration
- SIP Recording (SIP REC)
- Additional Porting Sessions
- Transcoding

## Configuration in Microsoft Phone System

PSTN Access Configuration in parallel with SBC

- Auto Attendant / Native Call Queuing- additional beyond 2 per site
- Administrator Training
- HyperCare Support - additional days beyond 4 days per region
- Complex Site (Advanced Call Routing)
- PBX Assessment greater than 4 hours per site
- On Site PBX Assessment
- On-Prem SfB Migration
- Legacy PBX / UCCaaS
- Analogue Voice Gateway
- E911 / Emergency Mapping

# Case studies

# Innovative European law firm transforms customer interactions with Microsoft and Verizon.

## Business challenges

- High levels of collaboration required from global network of legal and tech experts
- Reliability and quality requirements from their suppliers were extremely high

## Why Verizon

- Quality, reliability and security were crucial to this firm. Downtime means loss of revenue and reputation
- Global coverage was a mandate
- They needed a professional carrier-grade service

## Outcomes

- Increased workforce productivity with conferencing, global collaboration and document access
- Better customer experience. Quick access to people expertise with quality audio and video streamlines the due diligence process
- More billing opportunities for staff expertise
- Improved cybersecurity with secure and private global connectivity

## Why Microsoft

- Looking to replace legacy PBX with cloud-based VoIP
- The firm used Microsoft for desktop applications and wanted to expand to full collaboration

**500**
attorneys and subject experts globally.

**30**
languages used in supporting their customer base.

**18**
locations connected across 3 continents.

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# One of the world's largest food product companies connects its global workforce with Microsoft and Verizon.

## Business challenges

- Company spun out of large holding company, needs stand-alone network
- Limited IT staff
- Communication systems across the globe lacked interoperability
- Employee productivity limited by dated network technologies
- Desires jump to cutting-edge capabilities

## Outcomes

- Connectivity between the field workforce and factories improves customer responsiveness
- Increased workforce productivity with conferencing and global collaboration
- Verizon expertise designed a less disruptive technology migration to utilize past investment
- Limited IT staff can focus on innovative projects that help top-line company growth

## How we helped

- Outsourced complete project responsibility
- Connected the global network of offices including hard-to-reach locations utilizing Verizon SD WAN, Managed SBC and VoIP
- Implemented a transition plan to integrate disparate systems and then migrate to the cloud

**95**
countries of operation

**3,500**
associates

**148**
years in business