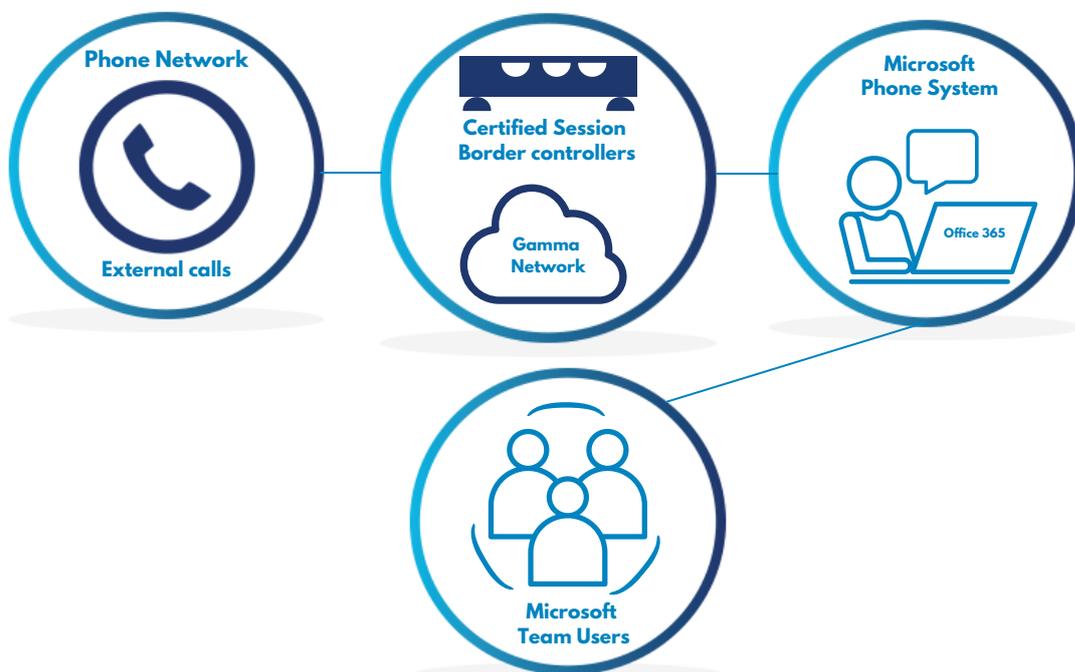


Direct Routing for Teams

Solution IP helps organisations meet the challenges of productivity and collaboration whilst aligning technology to their growth strategies. We work with industry-leading technology partners, adding a full-service wrap to deliver networks, IT, unified communications and security that simplifies seamless communication and collaboration.

Gold
Trusted
Service
Award
★★★★★
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What's covered

Why do I need Direct routing to Teams

What is our offering

Why Solution IP

Pricing overview

Accredited by:



Why do I need direct routing to Teams?

Many businesses utilising Microsoft Teams for internal collaboration can now benefit from the ability to make and receive calls by enabling Teams as a full cloud-based UC solution with enterprise grade telephony.

Key Benefits

- Significant cost savings per user when compared to Microsoft's calling plans (allows you to maximise existing 365 license cost).
- Complete Cloud solution with no expensive initial outlay as there's no need for traditional hardware.
- Never miss a call - tailored business continuity with network and number level resilience to keep your business working. All possible with SIP Trunk Call Manager from Gamma.
- Agile working allows for flexible and remote working and enables a collaborative approach.
- Number porting - keep the same geographical number wherever you are.
- Access to advanced call statistics - online access to comprehensive call statistics enables informed business decisions. Advanced management information relating to call handling efficiencies, productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details statistics.

Companies are using Teams for telephony alongside meeting and chat. 90% of large enterprises using Microsoft Teams for telephony say that they'll be using direct routing for PSTN connections.

The limitations of a full Microsoft ecosystem

- Limited voice features
- Support focused on core products, not voice.
- Response times for tickets - unknown prioritisation of tickets
- Troubleshooting and User forums
- There is no specific SLA for "Phone System" and related PSTN services like Cloud Auto-Attendant and Call Queues.

Why choose Gamma direct routing with Microsoft voice?

Remember you need Communications Credits if you run out of minutes in your Calling Plans or if you receive toll-free calls.

If your Communications Credits balance is empty, you won't be able to receive phone calls on toll-free phone numbers and users won't be able to make calls if their Calling Plan balances are empty. (No External Voice)

NGN Termination is not supported through Microsoft Calling Plans.

This is a secure solution - Gamma maintains control of all voice media across its network.

SIP Trunk Call manager comes as standard.

Why communications from Solution IP?

Solution IP is a Platinum partner to Gamma, a part of the UK's national switching infrastructure and have network interconnects with all major UK, international fixed and mobile carriers.

Our voice product platforms are an integral part of our national voice and data network, and our underlying voice switching fabric is a carrier class, highly resilient, distributed, next-generation national soft switch network.

The technical bit

Enables full voice capability natively into Microsoft Teams without the need for on-premise hardware.

Teams - Direct Routing uses Microsoft certified Session Border Controllers (SBCs) all as a cloud-based service.

Direct Routing provides connectivity to your Microsoft Team's tenant enabling full PSTN breakout on the public telephone network.

Connection from Microsoft Teams to our network is via an IP connection (for example Gamma Broadband or Ethernet) and can be delivered as an end-to-end service with high availability.

Simple, easy-to-understand pricing

As your teams' requirements and features can be different across your environment, we have simplified pricing and licensing options.

- Direct routing licenses per user
- CapEx and Opex pricing available
- Bundled with Microsoft Office 365 licenses.

Ask your Account Manager for a personalised quote.

Trusted:



Gamma
Platinum Partner

What is required to enable Teams Direct Routing?

The following components are required:

- Microsoft 365 or Office 365 license including Teams
- Microsoft Phone System add-on
- An internet connection

Let us help you

Not all businesses have the expertise to manage their UC.

Solution IP will support your team with independent advice and solutions from our expansive unified communications, IT, security and network portfolio structured and designed to solve your business challenges.

With 5* independently-rated support from our skilled in-house engineers alongside a compelling offering to create the right solution, we will be happy to help.

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