Microsoft Teams

Direct Routing

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Give Teams a voice with The Home of Digital Transformation

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.

Give your Teams a voice with confidence - benefit from a highly reliable, resilient architecture with **Direct Routing from the UK's No.1 SIP Trunking provider** with simple provisioning, enhanced call control features and carrier grade infrastructure.

All provided at a competitive price, as a complete cloud solution.

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Give Microsoft Teams a voice

Microsoft Teams - Direct Routing

Enable full voice capability natively into Microsoft Teams, as an alternative to Microsoft calling plans and without the need for on-premise hardware.

Teams - Direct Routing utilises Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility, increased functionality and support for migration, all as a cloudbased service.

Teams - 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 is delivered as an end-to-end service with high availability.

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**

PSTN

Your Carrier

Office 365 Network

Certified Session Border Controllers

External Calls

Gamma Network

Internet

MS Phone System

MS Teams Users

Your Organisation
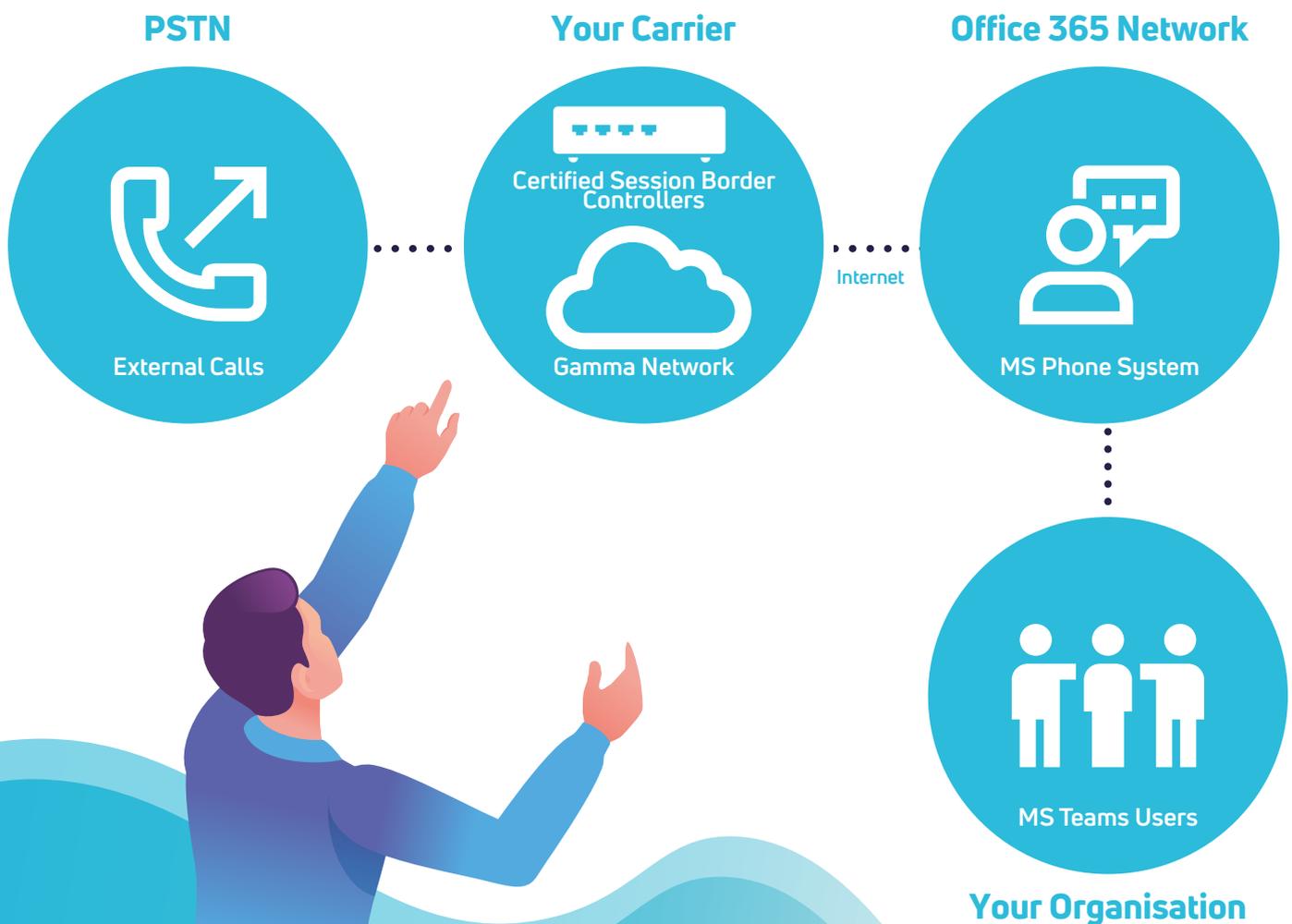
Microsoft Teams - Direct Routing

Why would you want it?

Cost saving

Significant cost saving per user when compared to Microsoft's calling plans (allows you to maximise existing 365 license cost).

Complete Cloud Solution

Cloud-based 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.

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.

01, 02, 03 and 08 number termination

01, 02, 03 and 08 termination with no number translation.

*Natively terminates on the endpoint but termination charges would still apply for 08 numbers only.

Access to Education Community

Using "Janet Connected" accreditation connections means that we can provide IP voice services to the education community in a direct manner.

Why choose us?

Microsoft Teams - Direct Routing combines the pedigree of the UK's leading SIP Trunk provider with the ubiquity of the world's largest business communications platform.

As one of the largest network operators in the UK, with a reputation built on technical expertise and voice service delivery, we have an in-depth experience of SIP implementations, working with organisations of all sizes.

Our voice services can be fully integrated into MS Teams with full PSTN breakout. We have triplicate entry points into Microsoft Azure providing high levels of resilience and availability. We have the interconnects so you don't have to.

Carrier-level scale and delivery are assured, as is improved voice resilience.

It's easy to transition from your existing PBX - there's no hardware to purchase or support and future enhancements are assured.

We're known throughout the industry as being 'easy to do business with'. We have full management support, from simple provisioning to our UK-based support teams available 24 x 7 x 365. We provide industry leading SLAs and are just as committed to helping you grow your business as we are our own.

What about Skype® for Business?

Many businesses already use Skype® for Business as their Microsoft based telephony platform. However, Skype for Business is being retired in 2021 with Microsoft encouraging its users to make the transition to Teams.

In addition to Skype and functions such as instant messaging, screen sharing and web conferencing, MS Teams adds centralised chat / collaboration, persistent chat and much more.
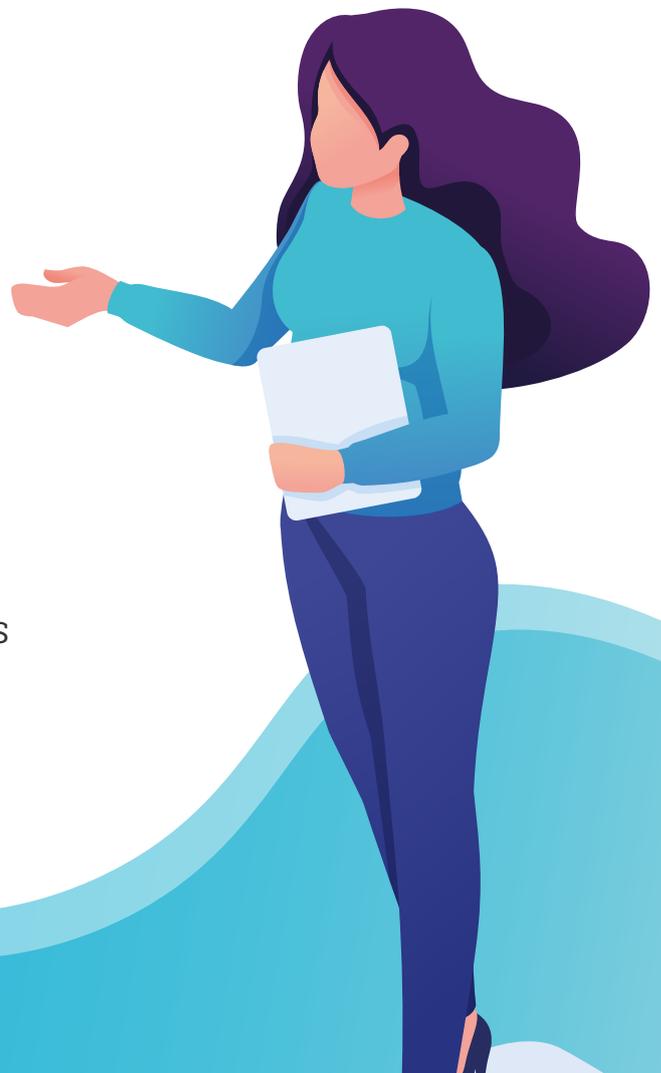
Access Services

Maximising your Teams - Direct Routing underpinned by robust, reliable connectivity

Converged Services

A converged service can offer Quality of Service: our 'end-to-end' approach to designing, testing and providing services across both UCaaS and Access gives us the necessary visibility and control needed to deliver a consistent and robust voice and video quality to our business customers.

Converged Broadband

Our Converged Broadband service has been specifically designed to prioritise voice and video traffic at a high quality.

Calls never traverse the public internet and we use advanced traffic management techniques throughout the call path to assure quality of both communication streams.

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