# Microsoft Teams

Direct Routing

BLACK BOX®

# Making the most of Teams with the UK's No.1 SIP provider

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.

# Give Microsoft Teams a Voice
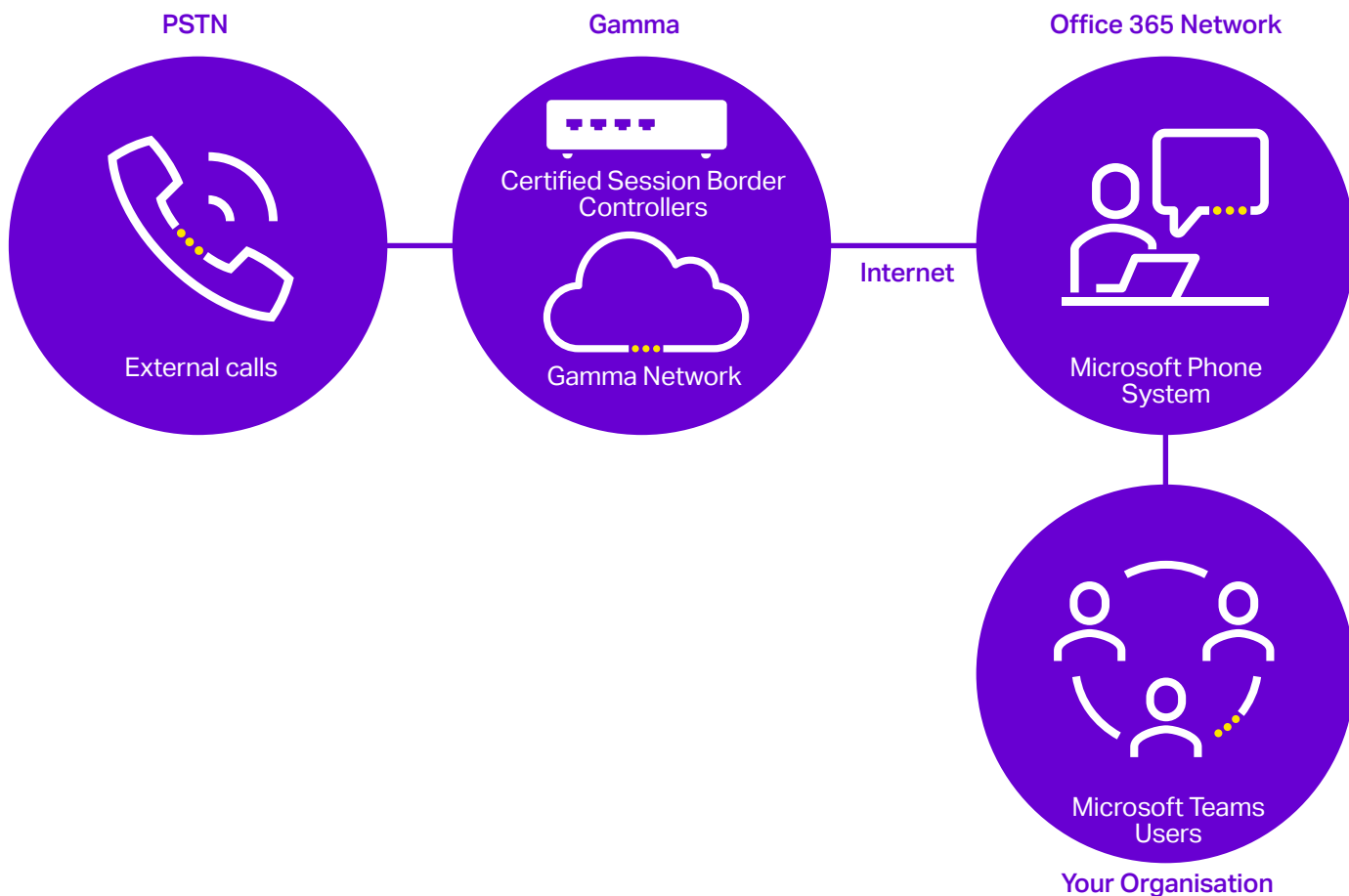
## Delivering a better experience

### 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 from Gamma utilises Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility, increased functionality and support for migration, all as a cloud-based 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?

- Gamma Voice app for automated provisioning
- Microsoft 365 or Office 365 license including Teams
- Microsoft Phone System add-on
- An internet connection

**PSTN**

External calls

**Gamma**

Certified Session Border Controllers

Gamma Network

**Internet**

**Office 365 Network**

Microsoft Phone System

Microsoft 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). With free calls to landlines and mobiles.*

* Subject to terms and conditions

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

gamma.co.uk

# Voice App

## Voice integration with MS Teams

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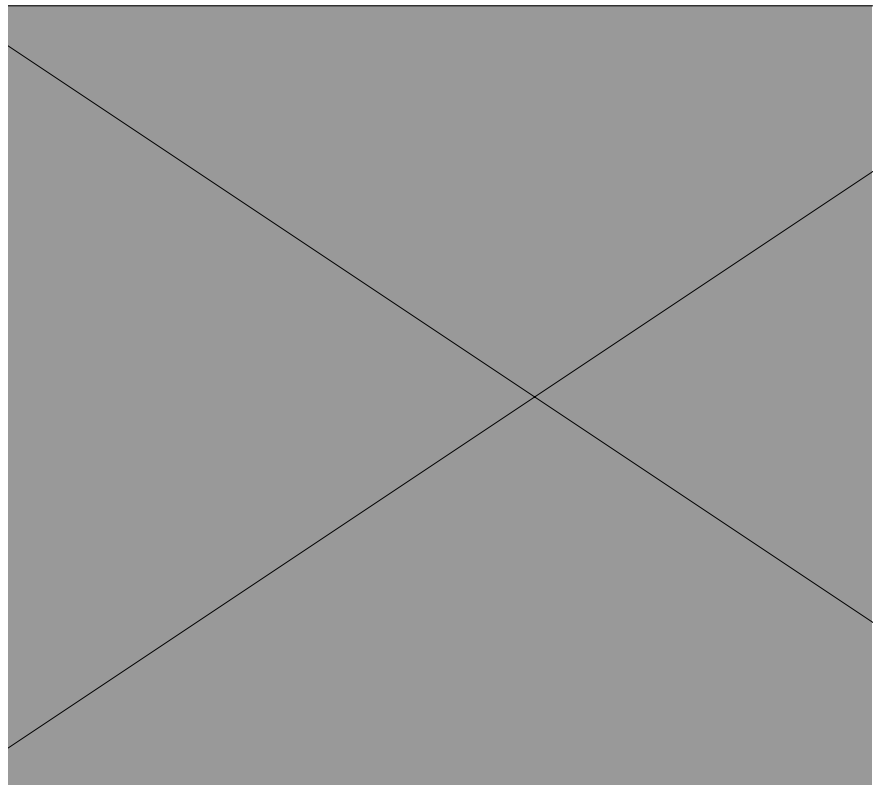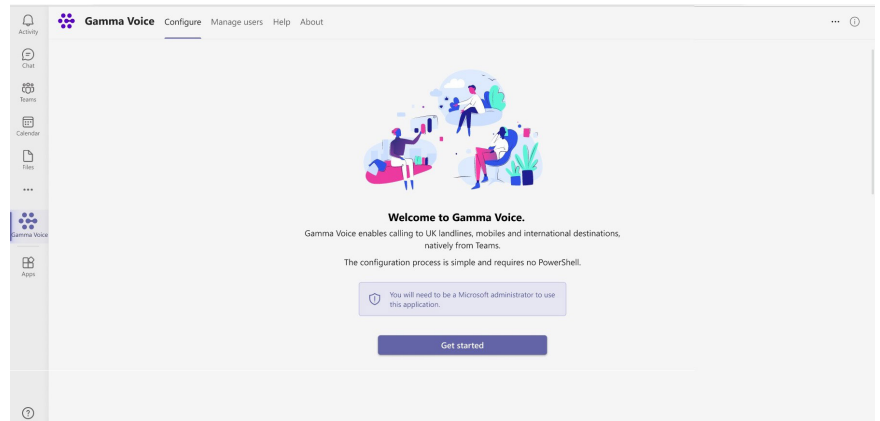
Gamma's voice services can be fully integrated into MS Teams with full PSTN breakout. Gamma has triplicate entry points into Microsoft Azure providing high levels of resilience and availability. We have the interconnects so customers don't have to.

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.

With the introduction of the Gamma Voice App, we have been able to automate the provisioning process for Direct Routing, thus eliminating the need for any PowerShell knowledge or experience.

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.

# Build a service that's right for you

If you have the internal capability to manage migration, great – we can provide the technology and your teams can facilitate the rest. However, if your organisation requires additional support to help you get the most out of your Teams deployment, we have designed CloudUCX™.

## Why choose CloudUCX for Direct Routing?

CloudUCX is a collection of leading cloud solutions – delivered as a service – which enhances the standard Microsoft Teams offering.  It allows businesses to leverage Microsoft Teams to make and receive external calls without requiring Microsoft Calling Plan licenses or on-premise equipment.

Many organisations are choosing to use CloudUCX as their preferred solution for voice and benefiting from cost savings and increased functionality, while working with Exactive we guide you through the migration from start to finish and transition into a fully managed support service.

- UC workshop
- UC Network assessment
- Teams Governance Design
- Voice Pilot
- Project Managed migration
- Teams Masterclass
- Reporting and Analysis

## Adoption Success

We follow the change management (Prosci) methodology. We have high-touch account management training and an adoption portal.
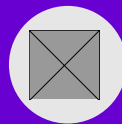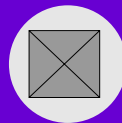


## Benefits



### Integration

Integrate with legacy telephony environments such as your PBX and analogue devices, as well as existing audio and video conferencing estate.



### Scalable

With global reach, CloudUCX has also been designed with scalable capacity, allowing your business to grow without restriction.
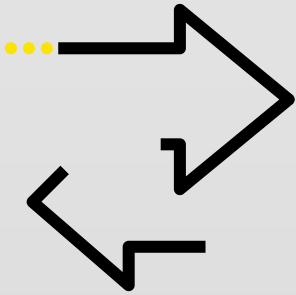


### Reliability and resilience

CloudUCX™ natively integrates with Teams, providing a 99.9% uptime.  The combination of inter-cluster resiliency combined with a disaster recovery instance provides reliability and resilience.

# Gamma Access Services

## Maximising your Teams - Direct Routing underpinned by Gamma connectivity

As well as Teams - Direct Routing, Gamma has a number of Access types built specifically to carry voice traffic securely.

### Converged Services

A Gamma 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

Gamma's 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.

For more information on Gamma Access services, visit: https://www.gamma.co.uk/products/#connectivity

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