



Microsoft Teams Direct Routing

cost effective telecoms for your business

PRESENTED BY:



Matias Garcia-Verdous





AGENDA

01	What is Team Collaboration?	08	Our Partnership with Gamma
02	The Benefits of Collaboration Tools	09	The Benefits of Direct Routing
03	What is Microsoft Teams?	10	What do you Need to Access Direct Routing?
04	Microsoft Teams: Benefits & Growth	11	How to Unlock Voice in Microsoft Teams
05	Your Options for Migrating to Microsoft Teams	12	Why are the Companies Adopting Direct Routing
06	Preparing for a Transition to Microsoft Teams	13	Pricing
07	What is Direct Routing	14	Q&A Session



66% of Remote Workers

say that they're more productive outside of the office than when they worked on-site.



70% of Teams

According to Gartner, by 2022, will reply almost exclusively on workstream collaboration tools to complete daily tasks.



Collaboration Tools

- Voice and video conferencing,
- File sharing and real-time annotation
- Instant messaging (Group and one-to-one)
- Calendar scheduling
- Alerts and notifications
- Integrations and bots



“In April 2020, statistics released by the UK's Office for National Statistics showed 49.2% of adults in employment were working from home, as a result of the social distancing measures introduced in response to the coronavirus pandemic.”



Employees are spending **50% more of their time**¹ engaged in collaborative work, like calls, meetings, and conversational threads, tools like Microsoft Teams are more popular than ever.

Businesses cannot rely exclusively on in-person meetings to foster teamwork. Organisations need a new, forward-thinking way to restructure work collaboration.



Studies have found that the right tools for collaboration and communication in the business landscape can improve the productivity of businesses by as much as 30%².



¹ Source: Harvard Business Review

² Source: McKinsey & Company



Just as customers are demanding faster and more efficient experiences when they connect with brands, business users are looking for tools that help them to deliver the excellence that their clients expect. The rise of collaboration tools makes it easier for companies of all sizes to empower their workforce with a consistent environment for knowledge sharing and communication. With team collaboration tools like Microsoft Teams:

- ***It's easier to keep track of teams and information:*** Everything you need to know about your workforce is located in the same environment. This single-pane-of-glass solution ensures that team members don't need to spend as much time jumping between applications.
- ***Enable the remote workforce:*** Tools like Microsoft Teams mean that employers can allow for remote and mobile working without having to worry about lost productivity. The Microsoft Teams environment supports an ever-growing remote workforce, with access to tools via mobile, desktop, and more.
- ***Better options for communication:*** Rather than having to focus exclusively on things like email or phone conversations for communication, Microsoft Teams allows today's employees to connect however they choose, through things like instant messaging, voice, video, and more. This means that employees can choose the best solution to help them get things done.



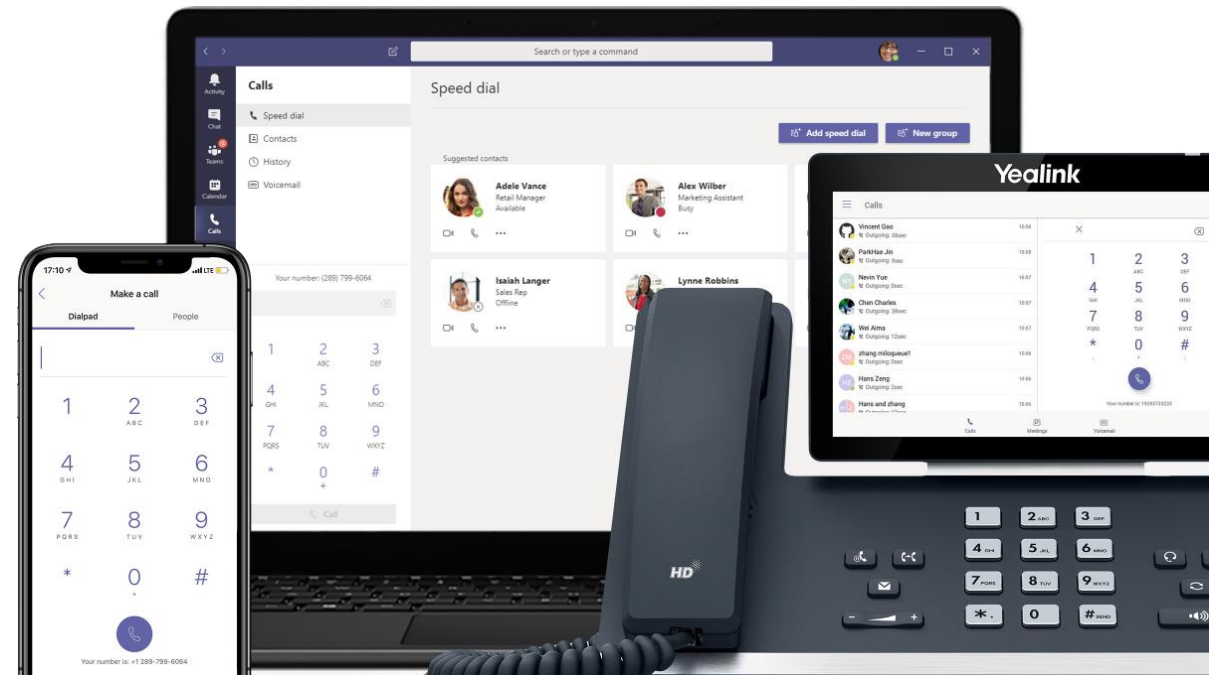


In March 2019, Microsoft Teams revealed that 500,000 organisations were using the service. By October 2020 Microsoft had announced that it has a total of 115 million daily active users (DAU) for its app!

Designed to change the way that employees from all backgrounds embrace the collaboration environment, Microsoft Teams was launched in 2017.

This transformative unified communication system came with access to a broad portfolio of shared space solutions, communication tools, and more. Teams was created as an extension of the Office 365 productivity suite.

As part of the Office 365 experience, Microsoft Teams integrates with most of the tools that many leading companies were already using each day. For instance, organisations can align Microsoft Teams with their use of Excel, Word, and PowerPoint.





While technologies like instant messaging and document sharing aren't exactly new, Microsoft Teams offered them in a uniquely combined package. Focusing on collaboration as the future of the modern workplace, Microsoft Teams combines:

- Meetings, instant chat, voice and video conferencing
- Integration with Word, PowerPoint, Excel, SharePoint, and OneNote
- Modern meeting experiences with the option to search through and review conversations
- Full integrations with artificial intelligence and bots
- Integration of enterprise-grade security
- Complete identity and access management control



When Microsoft Teams was originally launched in 2017

- Nobody knew how much of a significant impact the technology would have on the landscape. This integrated set of services and apps was primed to help customers transform the way that they collaborated in the workplace. At the same time, the technology helped to streamline business processes, protect essential information, and more.
- Microsoft Teams is now at the heart of the Microsoft Office 365 experience, combining calling, video, and file sharing into a single place. More than 20 million people use the app on a daily basis.





When Microsoft Teams was originally introduced, many customers were concerned that it wouldn't be able to reach full feature parity with Skype for Business. However, over the months that followed, Microsoft proved that it could easily transform Teams into the central communication environment for businesses. Not only did the arrival of Microsoft's Phone system and calling plans allow for the integration of the PBX into the collaboration environment, but direct routing ensured that businesses could migrate to Microsoft Teams in the way that suited them.

What's more, the Microsoft group has continued to develop Microsoft Teams even after reaching feature parity with Skype for Business. Throughout the end of 2019, Microsoft introduced the option to turn down the noise in channels to help with reducing distractions. There are also new features for filtering through team chats, and enhancements in cloud voicemail.





Microsoft Teams offers benefits such as



- **Aligned productivity and communication tools:** Increase productivity by making conversations, meetings, shared files and tasks available within a shared interface. Aside from the widely-used applications from Microsoft, teams can also access third-party apps to help expand their workflow too
- **Increased transparency:** Easily create a group and post your message to the relevant channel. There's even the option to @mention, certain people, to give them instant notifications
- **Easy knowledge sharing:** Track down the information they need anywhere with as little stress as possible. They can even share content from the tools that they're familiar with, like Microsoft Word and Excel
- **Security and privacy:** Microsoft Teams was built from the ground-up for enterprise users. That means that organisations can rest assured that they're getting the right solutions for security and privacy built into their file-sharing and communication tools.
- **Extendibility:** One of the main reasons why Microsoft Teams stands out as one of the best collaboration tools today is that Microsoft isn't afraid to work with other brands. There are also plenty of apps and integrations that employers can add to their Microsoft Teams experience



When Microsoft Teams was created, it quickly emerged as the alternative solution to other simplistic tools that companies were previously relying on. Microsoft Teams rapidly reached feature parity with Skype for Business. Think carefully about how you're going to move your employees from one collaborative structure to another. Whether you're making the transition from Skype for Business to Microsoft Teams, or you're moving from a completely different landscape, like Slack, here are some steps to consider.

Consider Coexisting Modes

When you're migrating to Microsoft Teams, you can think about whether you want to go in with multiple coexistence modes, or whether you'd like to go all-in with a complete upgrade to Microsoft Teams.

- Most legacy PBX users should go straight into Microsoft Teams.
- Skype for Business on-premise and CCE (Cloud Connector Edition) users will need to analyse whether their organisations are prepared for a full migration.

Gradual Upgrade

Use different solutions for different users. Search for users that you want to deliver gradual upgrades to. You can eventually upgrade everyone to Teams-only mode.



Direct Upgrade

Organisations can use Teams alongside Skype for Business in islands mode for a direct upgrade. This means that users have both tools at their disposal for scheduling, calling, chat and meetings. After users have been successfully initiated with Microsoft Teams, they should switch to Teams-only mode for the entire organisation.



Once you have the correct license, you'll need to ensure that your organisation and network are prepared for the move to Teams. This means that you'll have to develop an effective onboarding plan for your employees and ensure that they have the training required to feel comfortable with the new technology.

Remember, you can customize certain aspects of the chat, teams, channels, and apps included with Microsoft Teams if you think that is necessary. Start by rolling out the chat and teams strategy, then move into adding meeting features like audio conferencing. Finally, consider your calling plans and direct routing.

01

If you're deploying Direct Routing for Voice, you're going to need an Office 365 subscription through an E1, E3 or E5 license, as well as a license for Microsoft audio conferencing.

**DIRECT ROUTING
FOR VOICE**

02

**AUDIO
CONFERENCING**

Microsoft audio conferencing is included in the E5 license, or available as an add-on to the E3 license.

03

You'll also need a phone system license, which comes through the E3 or E5 license.

**PHONE SYSTEM
LICENSE**



Direct Routing stands out as the ideal option for businesses that want to leverage the benefits of Microsoft Teams, while still choosing their own external provider for minutes and lines.

Direct routing is quickly becoming the go-to solution for companies that want to use the Microsoft Phone System. That's because the Calling Plans path comes with one major downside. If you're still under contract with your existing telephony provider, moving to a new calling plan is likely to incur significant penalties. Additionally, your current plans and line costs might be significantly lower if you stick with an external provider, rather than buying a calling plan through Microsoft. Direct routing is a name used to refer to a crucial set of tools that manage the connection between your on-premise SIP trunk or PSTN solution, and the Microsoft Phone System.



So, why choose Direct Routing for Microsoft Teams?



More cost
effective with
better call
bundles



Consistently
reliable call
quality



Higher
availability,
carrier-class
resilience and
scalability



Ease of
provisioning and
management



Enhanced
features with
STCM (SIP Trunk
Call Manager) as
standard



Maximise existing M365 license cost and increase consumption



Carrier-class resilience and availability



Enables collaborative and flexible/remote working



Cheaper than Microsoft Calling Plans



Gamma's network carries over a billion business minutes every month



Gamma is UK's No.1 SIP Trunk provider



Scalable solution



Full management support



Industry leading SLAs



Pure cloud solution, no expensive outlay on hardware



SIP Trunk Call Manager provides business continuity and disaster recovery as standard



JANET connected



Clear. Creative. Communications.



Calling Plan Comparison

FEATURES	M365 Business Voice	Gamma Direct Routing With LevelUp Networks
Contract Term	12 Months	Inclusive Minutes Bundle
Inclusive Minutes Bundle	1200 UK GEO, Bespoke Available	Unlimited Minutes UK GEO and Mobile (T&Cs Apply)
NGN	✗	✓
International Calling	International Bundle (+ £7.70)	Bolt-on + £7.50 (Coming Soon) or Consumption Billing
Fraud Protection	✗	✓
Disaster Recovery	✗	✓
Enhanced Call Analytics & Reporting	✗	✓
Flexible Number Presentation	✗	✓
STCM App FOC: Access anywhere, anytime	✗	✓



Many companies are beginning to recognise direct routing as the ideal option for their Microsoft Teams deployment strategies.

Direct routing offers an excellent alternative to relying exclusively on the Microsoft environment for phone conversations.



Phased migration options

One of the most significant challenges is migrating away from a legacy PBX. With the new option of direct routing, it's possible to adopt a step-by-step approach by migrating users in groups or individually.

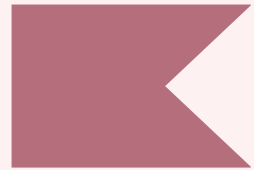


Reporting and monitoring

While it is possible to get a significant amount of information about Microsoft Teams deployments from the online Microsoft control panels, the data is somewhat limited to the Microsoft environment and UC client. However, because the SBC for direct routing sits between your endpoint devices, PSTN, SIP trunk provider, and Microsoft environment, it's easier to access in-depth reports and information. Your centralised solution can make it easier to monitor call quality and ensure that you're delivering the right quality of experience overall.

Media bypass

With a media bypass, companies can reduce the amount of traffic that's flowing to and from a Microsoft data centre. This means that call media can be routed more directly to the SBC. The solution dramatically increases the quality of the call, while reducing network traffic too.



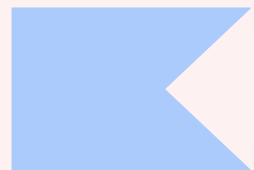
The Correct Licenses

Microsoft 365 or Office 365 license including Teams



A Couple Add-Ons

Microsoft Phone System add-on and Virtual Phone system for attendants



Access to the World

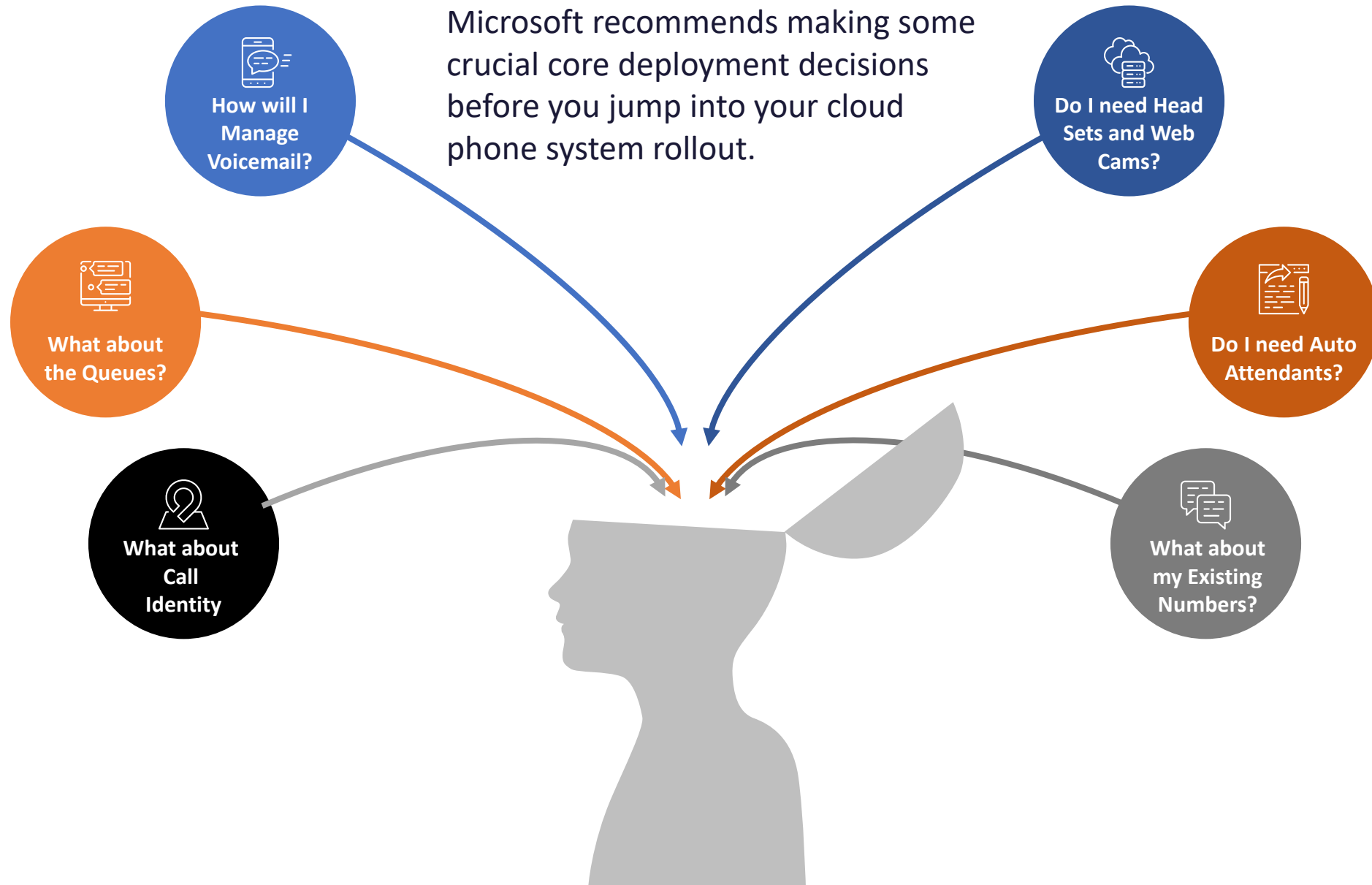
An Internet connection



Amazing Provider

Did I mention that LevelUp Networks provides this service?







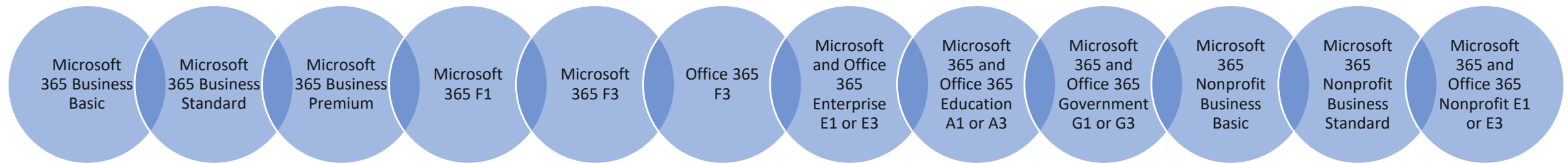
A lot of companies assume that if they want to embrace all the benefits of a new collaborative environment, then they need to commit to ripping and replacing their entire system. However, when Microsoft chose to make its collaboration application stand out with call functionality, the company also decided to give businesses more options.

With Microsoft Teams, companies of all sizes and verticals can make, receive, and transfer calls to and from landlines and mobile phones using the public switched telephone network. More importantly, you don't have to be stuck with the Microsoft Phone System and Calling plans if you feel that those strategies aren't suitable for you.





Microsoft 365 Business Voice is available with the following subscriptions with up to 300 licenses:





Apart from the Microsoft subscriptions you will also need a Business Voice License

Microsoft 365 Business Voice

£9.00 user/month*

We also provide full migration services from your current telephone system into Microsoft Teams.

**It's an add-on subscription for up to 300 users and can't be used on its own.*

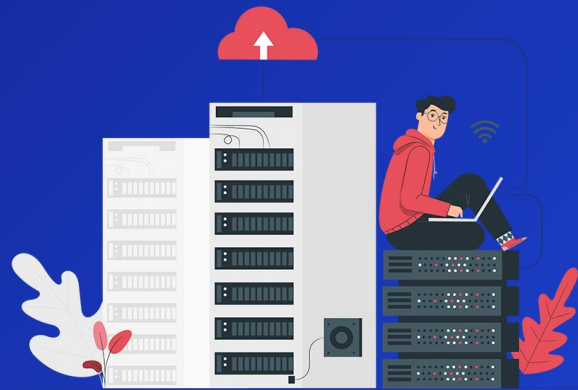


14 Q&A Session



ONLINE WEBINAR

MICROSOFT 365 BACKUP



MATIAS GARCIA-VERDOUS
MANAGING DIRECTOR



THURSDAY
25 MARCH 2021

3PM
GMT -0

PRESENTED
BY



Thank you



0203 695 7554 (OPTION 1)



hello@levelupnetworks.com



WWW.LEVELUPNETWORKS.COM

