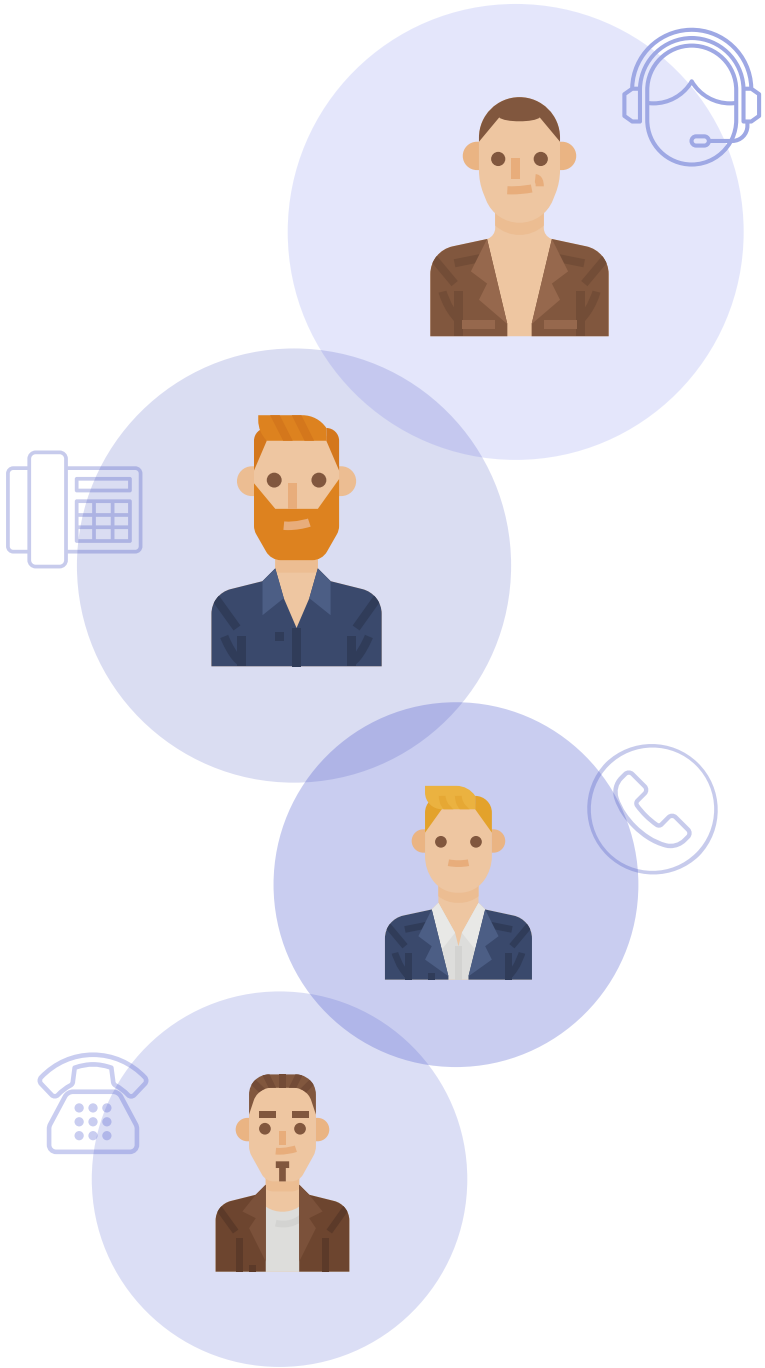
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Teams Direct Routing

A Buyer's Guide Microsoft Teams Direct Routing Voice Solutions





Discover the power of a business phone through Teams Direct Routing. Find out what this all-in-one voice solution can do for your business.

The objective of this whitepaper is to provide answers and insights to help you determine if Teams Direct Routing is the right solution for you.

Teams as a Telephony Solution

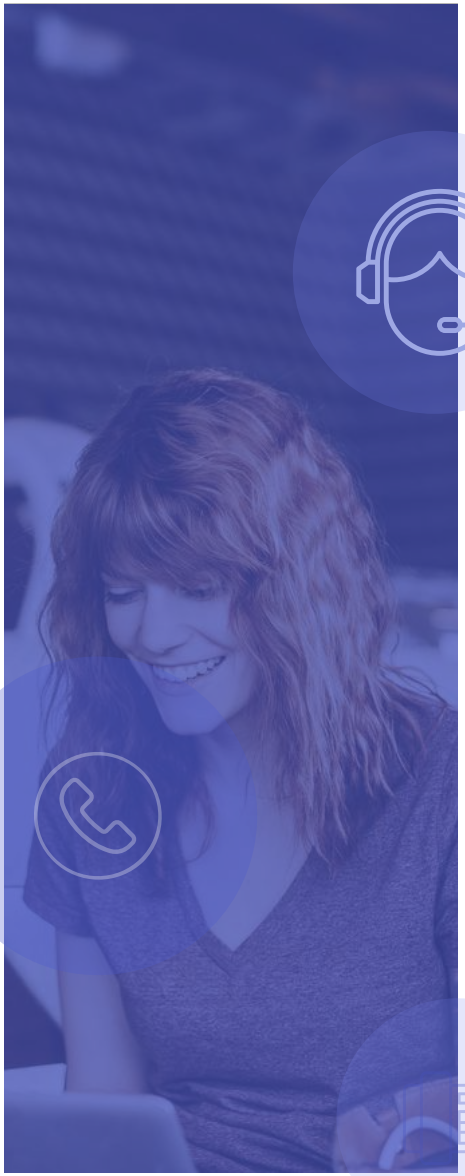
As the main hub for collaboration within Office 365, a key component of Microsoft Teams is the ability to make or receive phone calls via its Phone System. There are two options to enable users to make, receive, and transfer calls to and from landlines and mobile phones: Microsoft Calling Plans and Teams Direct Routing.

Microsoft Calling Plans vs Teams Direct Routing

Previously the only solution for external calls within Teams, Microsoft Calling Plans are quite expensive and the coverage is limited (only 10 countries worldwide). With Direct Routing , you can make and receive calls within Microsoft Teams without the need for calling plans or any on-premise equipment. What's more, is that it provides global coverage and you only pay for what you need.



By using SIP Trunks to route calls over the internet, experience full phone system capabilities which provide cost-effective, high-quality voice services, making Teams an even more powerful platform for collaboration and communication.



What is Direct Routing for Microsoft Teams?

Direct Routing is a feature launched by Microsoft in June 2018, which enables customers to bring their own telecom services into the Microsoft Cloud for Microsoft Phone System in Teams. This allows businesses to make calls to the public telephone network through local, mobile and international numbers.

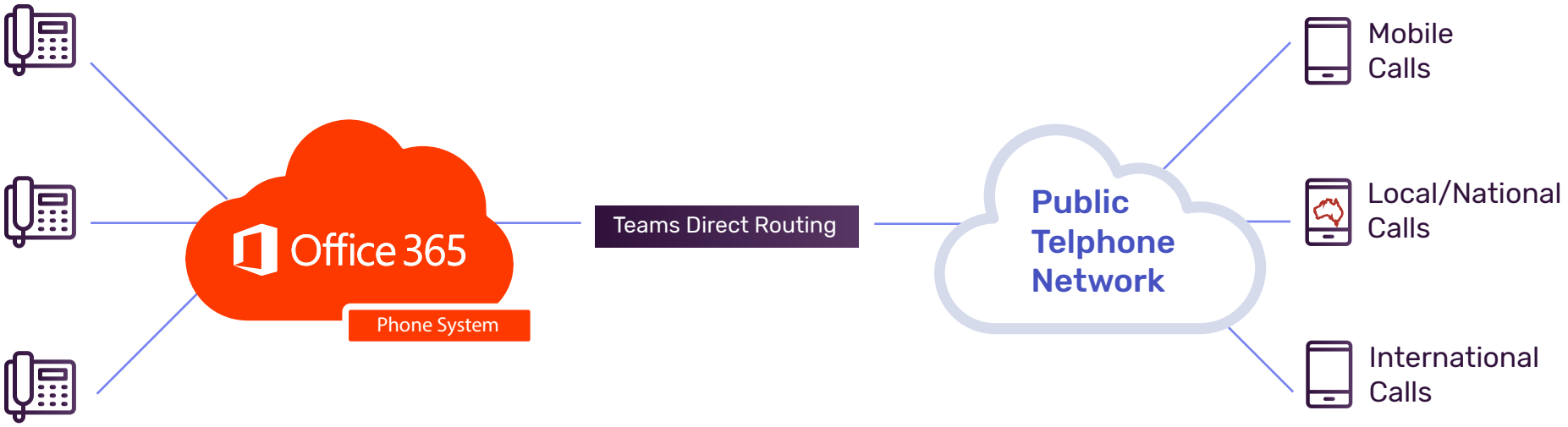
Direct Routing has generated buzz in the market because it provides a solution for organisations to leverage preferred telecom rates and take advantage of the many benefits of Microsoft Phone System with Teams.

What are the requirements for Teams Direct Routing?

- An office 365 enterprise subscription (E1, E3 or E5)
- If you have E1 or E3, you will need the phone system add-on for each user (E5 already includes the phone system add-on)
- Audio Conferencing add-on for E1 or E3 users (audio conferencing can be found as part of the E5 license)
- Direct Routing compatible SIP Trunks (powered by Hosted Network)

Deploying Microsoft Teams Direct Routing

For businesses that have, or want to start embracing cloud-based services, the partner-hosted scenario is the best approach. Teams Direct Routing works by combining the Microsoft Teams and Office 365 systems directly to the public telephone network (via SIP Trunk) to enable local, national, mobile, and international calls.





Is Teams Direct Routing For You?

Teams Direct Routing is designed for businesses using Microsoft Teams who are looking to further enhance their Teams collaboration with the ability to make calls to the public telephone network and replacing a traditional phone system in the process.

If you match any of the following criteria, you might benefit from using this service:

An existing Microsoft Teams user

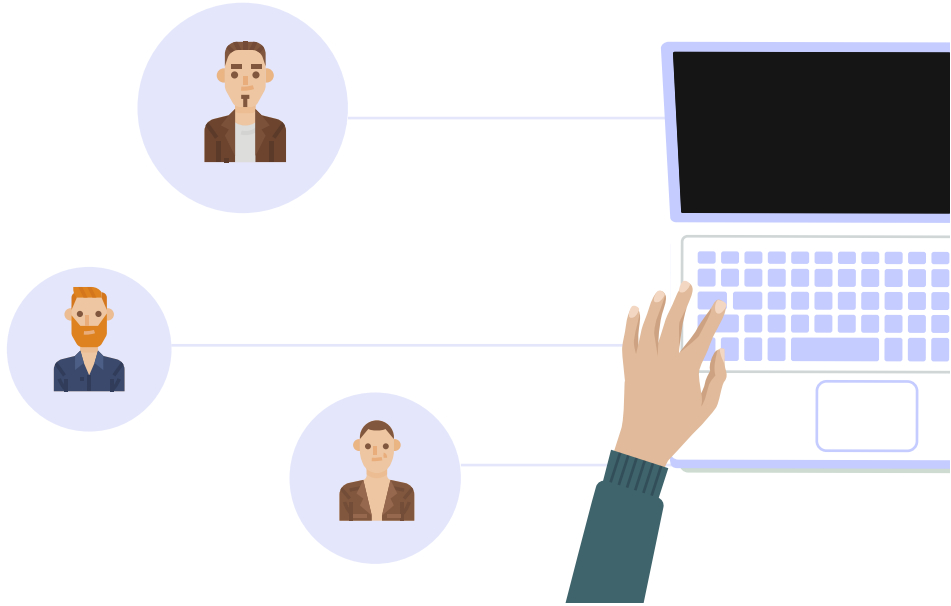
Any business that is already using Microsoft Teams as their primary mode of communications can easily transition to use this platform. You can leverage Teams Direct Routing as an alternative for a separate PBX.

An existing Office 365 user

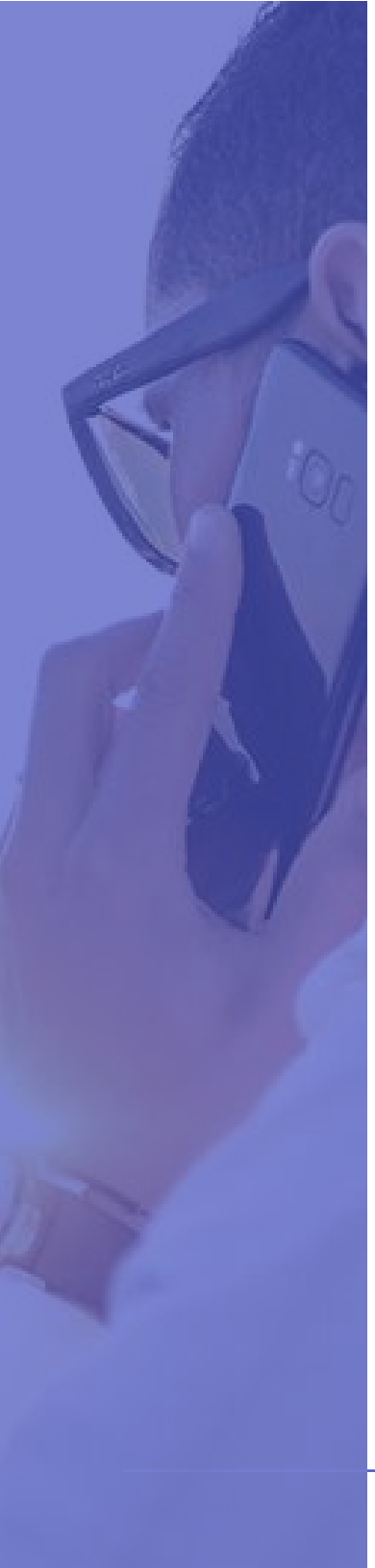
Not a Teams user yet but already have some form of Office 365? Many organisations do not realise that their Office 365 license arrangement may already include Microsoft Teams in their Office 365 subscription. So why not utilise something that you already paid for?

Looking for cost efficiency and flexibility

As a one-stop communications platform, there's no need for complex phone systems that can be more costly for businesses, especially for SMEs. Many businesses end up paying far more than they need to for an adequate business phone system on top of their Microsoft Teams subscription just to make and receive normal business calls.



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Why We Recommend Teams Direct Routing as a Business Phone System

Teams Direct Routing is a very elegant workaround to Microsoft phone system and calling plans and is fully scalable from just a few users to tens of thousands. To further understand why Teams Direct Routing is an ideal phone system for your business, here are some of its known benefits and capabilities.

True Unified Communications System

Teams Direct Routing is a true unified communications system with audio and video conferencing solutions done in one place rather than multiple services or providers.

Hassle-Free Setup

Since it's all done over the internet, direct routing doesn't require a complicated on-premise phone system, saving you time and money.

Unlimited Calls

Unlimited Local, National and Mobile calls are included in our Teams Direct Routing plans. *Fair Usage Policy applies.

Carrier-Grade Reliability

Voice communications is one of the most important aspects of our clients business which is why we operate a rock-solid carrier-grade environment.

Bring Your Own Numbers

Never have to change numbers again. We offer a full number porting service through so you can keep your existing numbers.

Business Ready Features

Calling in Teams provides calling features every organisation needs. Pair it with direct routing so you can easily make and receive calls. View the currently available Microsoft Phone System features here.

*All phone system features and functionalities are managed and carried out by Microsoft Teams and are therefore subject to its current availability and update.

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Now that we've covered the most important points to consider when opting for Teams Direct Routing, here are some questions to guide you to make the right decision:

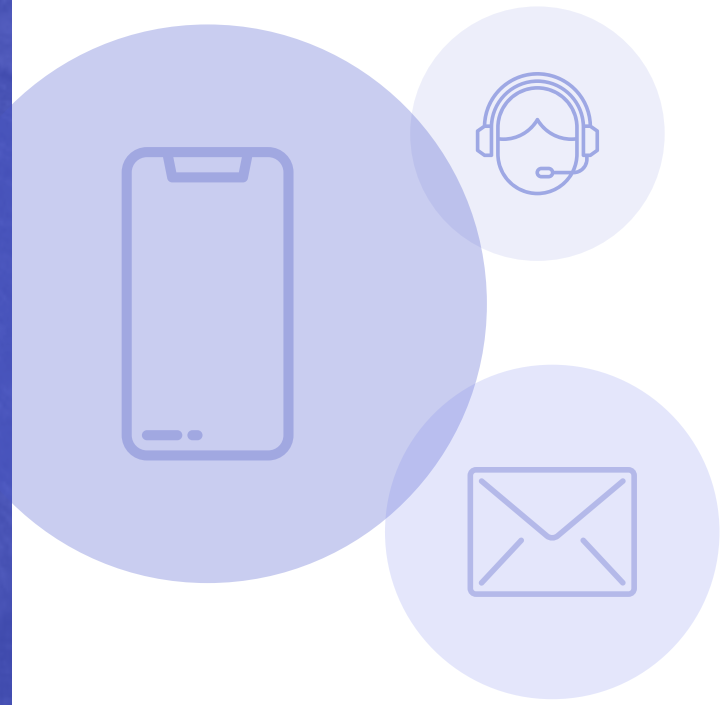
- How many phone systems are you currently managing and how old are they?
- Are you utilising Office 365?
- Do you need local support?
- When is your telecom/SIP contracts up for renewal?
- Do you have an office move planned in the next 12 months?
- Do you have complex voice requirements? (e.g. analog devices, contact center, fax)

With thorough consideration of the factors affecting your clients' business, it's possible to provide a comprehensive recommendation to cater to their needs. Our dedicated cloud and telco experts are happy to discuss this with you and how to successfully deploy Teams Direct Routing.

Contact us to schedule a Teams Direct Routing briefing.

Contact us

Your Contact Details



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