



Teams Phone enabled by Orange Business Services

Orange offers everything a multi-national corporation needs to enable calling with Microsoft Teams Phone, including Direct Routing as a Service, Operator Connect, Teams Tenant Management, global SIP voice, along with contact center solutions, equipment and other services for digital transformation.

Why Orange Business Services?

As a **global service provider** and **end-to-end communications integrator**, we understand the objectives of a multi-national corporation and the services they need to transform calling with Teams Phone. Wherever you are in your digital journey, we can be your single point of contact for all your Microsoft Teams needs.

Get started today with [Proof of Concept or Workshop](#)

1. Calling 'as a Service', reducing risk & driving value for you.
2. Direct Routing in 133 countries, Operator Connect in 28
3. Advanced Specialization: Calling for Microsoft Teams
4. 2021 Microsoft Partner of the Year Calling & Meetings Finalist
5. We provide everything: phones, headsets, attendant consoles, voice recording, e-fax, call accounting, gateways, etc.

Type of services offered

Envision

- Telephony migration planning
- Design
- Network assessment
- Persona analysis
- Device strategy
- Skype for Business to Teams Planning
- Adoption and change management

Enablement

- Network remediation
- Tenant configuration, automated provisioning
- Direct Routing as a Service
- Operator Connect
- Emergency Calling service
- Call Queues and Auto Attendants
- Device procurement worldwide
- Contact Center integration
- Proof of Concept or Pilot

Usage

- Training and adoption services
- Device deployment (Microsoft Endpoint Manager)
- Automated change management
- Employee Experience Management
- Customer Success Management
- Power Platform BOTs, App in a Day

Support

- 7x24 Service Management
- Tenant Management
- Device Management: phones, MTR
- Phone Number Management: any telco number
- Quality reporting and monitoring
- Tier 1-4 support
- Network monitoring