

## CONNECT CALLING

# Activate Teams Phone with Direct Routing

For businesses utilizing Microsoft Teams for messaging, meetings, and collaboration, Teams Calling is an excellent telephony solution that delivers an industry-leading unified communication platform via Teams. However, large organizations often face challenges with out-of-the-box Microsoft Calling Plans and Operator Connect consumption models, which may not meet their specific feature requirements or complex system configurations.

Fortunately, there is a highly customizable, enterprise-grade option available through our suite of Continuant Connect Calling products. Every Connect Calling solution leverages Direct Routing as a Service, a model that delivers complete control over carrier selection and the pace of your cloud calling migration—all supported by end-to-end managed services.

### What is Direct Routing for Teams Phone?

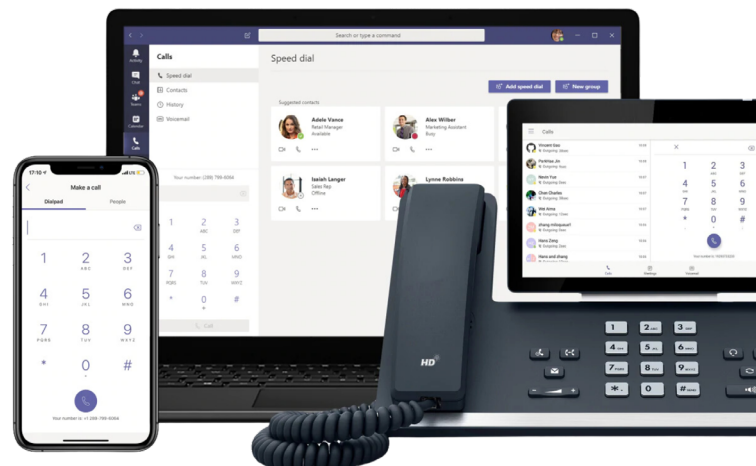
Direct Routing is a vital component that allows phone numbers to be integrated into your Teams call. Its architecture can be configured in many ways, but essentially, it enables the public switched telephone network (PSTN) to connect to Microsoft's virtual Teams Phone system through a Session Border Controller (SBC). The SBC provides you with a great deal of flexibility when it comes to connecting to Teams, whether through a carrier or your existing on-site private branch exchange (PBX).

### Why Direct Routing as a Service makes sense for enterprise.

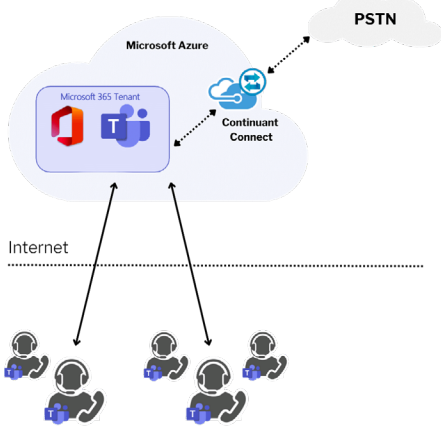
Let our telephony experts and UC engineers take care of Direct Routing for you. By outsourcing to specialists, you can achieve enterprise-level service in a cost-effective manner, without worrying about technical expertise—especially from the legacy PBX side. We'll handle everything, including dealing with carriers and PSTN migration, updating software and licenses, managing capacity globally, and troubleshooting. This frees up your IT team to focus on other critical tasks.

### Reasons to choose Continuant Connect Calling with Direct Routing as a Service (DRaaS)

- ✓ Highly Customizable Solutions
- ✓ Microsoft-certified SBCs
- ✓ Phase your migration by department, office, or DDI range
- ✓ PBX Co-existence with Teams Phone (Must first migrate from legacy telephony systems)
- ✓ Global Service through Microsoft Partners
- ✓ Local PSTN survivability via SBA
- ✓ Sophisticated oversight and analysis tools
- ✓ All done under one contract
- ✓ Managed Services and E911
- ✓ Azure Cloud Security

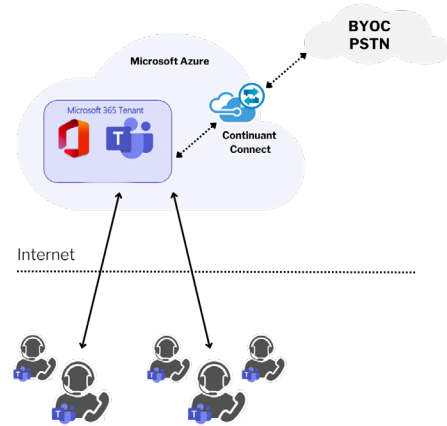


## Connect Calling Product Line



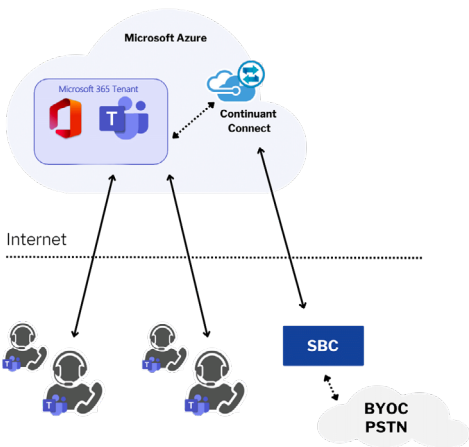
### Connect Calling

- We will provide cloud-based PSTN connectivity
- We can provide E911 services
- Teams Calling via Direct Routing
- New DIDs or port DIDs to Continuant



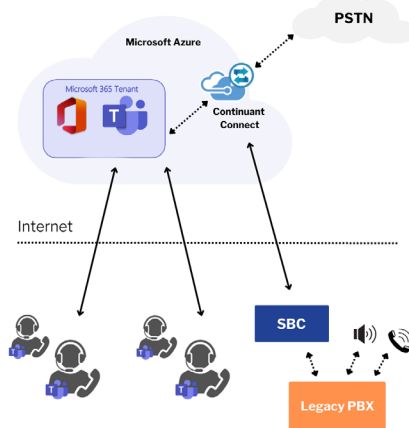
### Connect Calling Bring-Your-Own-Carrier (BYOC)\*

- Customer provides the PSTN carrier
- PSTN carrier integrates via Connect platform
- PSTN carrier provides PSTN and E911 services
- Teams Calling via Direct Routing



### Connect Calling with on-prem BYOC

- Customer provides the PSTN carrier
- PSTN carrier may provide E911 services
- Teams Calling via Direct Routing
- May require SBC/PSTN Gateway



### Hybrid Connect Calling

- Continuant serves as the PSTN carrier
- iPilot provides PBX calling via SIP trunks
- Teams Calling via Direct Routing
- PSTN Gateway is required

\* if your carrier is unable to provide Enhanced 911 services, Continuant can provide these services through our Connect Calling BYOC with E911 add-on product.

## Not quite ready for Teams Phone?

We work with a number of organizations that want to take a cloud-forward approach to telephony by transitioning from copper landlines (PRI, POTS, etc.) to cloud-based PSTN connectivity. This can be done via SIP delivered service and our **Legacy Connect Calling** product.

### Legacy Connect

- Continuant provides PSTN and E911 services
- PBX calling via SIP trunks
- Teams users cannot call PSTN or PBX
- New DIDs or port DIDs to Continuant
- May require SBC/PSTN Gateway

## Award Winning CPaaS solution

The Continuant Connect cloud platform as a service (CPaaS) is designed to support the entire Microsoft Teams Calling lifecycle including migration, deployment, capacity management, support, analytics, and integration.

With our Continuant Connect CPaaS, you'll get:

### ✓ Geo-Redundant Global Network:

North America | Europe | Asia Pacific

### ✓ Carrier Grade Infrastructure:

Certified, carrier-grade SBCs

High availability, firewall routers

Synthesis centralized intelligent core routing

### ✓ Security, Analytics, and Fraud Protection Tools:

Carrier-grade DDOS Mitigation

STIR/Shaken Framework

Visibility and quality assurance tools

Toll fraud detection and mitigation

IP flow analytics

Encrypted SIP analytics

ISO 27001 Certification

SIP Security with auto detection and blocking

#### About Continuant

Integrating core communication channels lies at the heart of digital transformation. Hundreds of industry leaders trust us to design, deploy, and manage their UC and AV systems so they can unlock their full potential. Are you next?

#### Continuant, Inc.

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Tacoma, WA 98424

#### Contact us

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ADOPTION & CHANGE MANAGEMENT

## Guiding your people through the transition to Teams Phone

Launching your new Connect Calling solution requires more than just technical implementation. It's critical to tailor Teams Phone to your business strategy to ensure successful adoption and measurable ROI. Through intentional change management, you can effectively drive user adoption and maximize the benefits for your organization.

We offer Adoption and Change Management services designed to fit the specific needs of your workforce.

**Making an investment into ACM will help to:**

- Increase probability of project success
- Manage employee resistance to change
- Capture people-dependent ROI
- Build change competency into the organization



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2023 Converged Communications 2020 Calling & Meetings

# Ready to unlock the full power of Microsoft Teams with Connect Calling?

Connect with us

