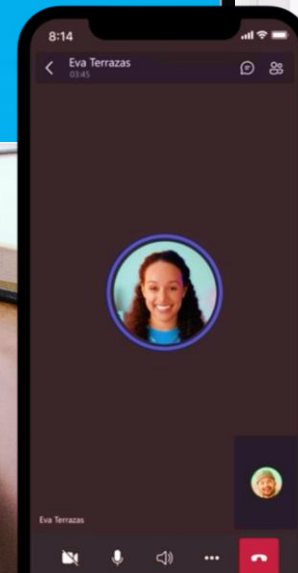
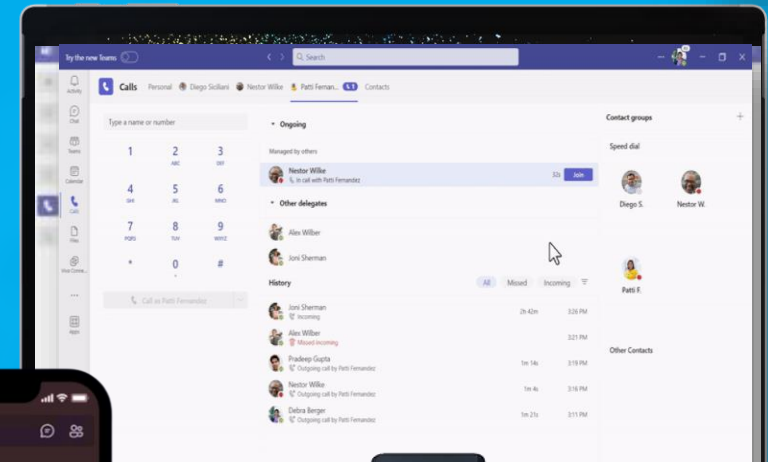


Microsoft Teams Telephony Briefing

A Microsoft & Continuant Sponsored Briefing



Organization

About Continuant

Current Customers

Success Stories

Customer Profile

Teams Calling

Certified Headsets

Certified Phones

Topologies

DRaaS

Operator Connect

Traditional DR

MSFT Calling Plan

PSTN

SIP

Teams Telephony

Converged Comms

Workflow

Workflow Simplicity,
Unification of Voice

End User Experience

Cost

Cost Savings

- Legacy to Cloud

Cost Effectiveness

- Tech Consolidation

Road Map

Business Discovery

- ACM Transformation

- ACM Adoption

Design & Consulting

HOME

Continuant Quick Facts

27 Years

In Business

5 Million Users

Supported Globally in 70+ Countries



2023 Partner of the Year Winner

Converged Communications

2020 Partner of the Year Winner

Teams Calling and Meetings



24/7/365

Global Service Desk



2000+

Support Partners Across the Globe



World's Best Brands Trust Continuant

Success Stories

Baylor University



Boston Scientific



Queens College



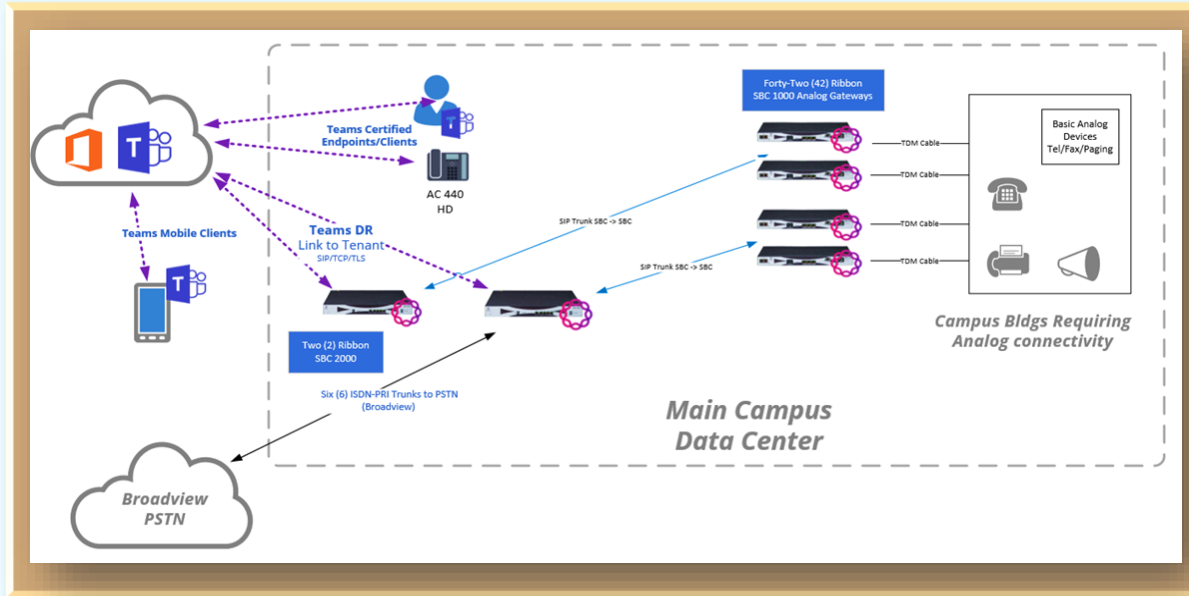
Adient





Queens College engaged Continuant to develop a High-Level Design for Microsoft Teams with Direct Routing.

Continuant then worked with Queens College to bring that design into the deployment phase, culminating into Continuant providing managed services for Queens College Teams hardware.



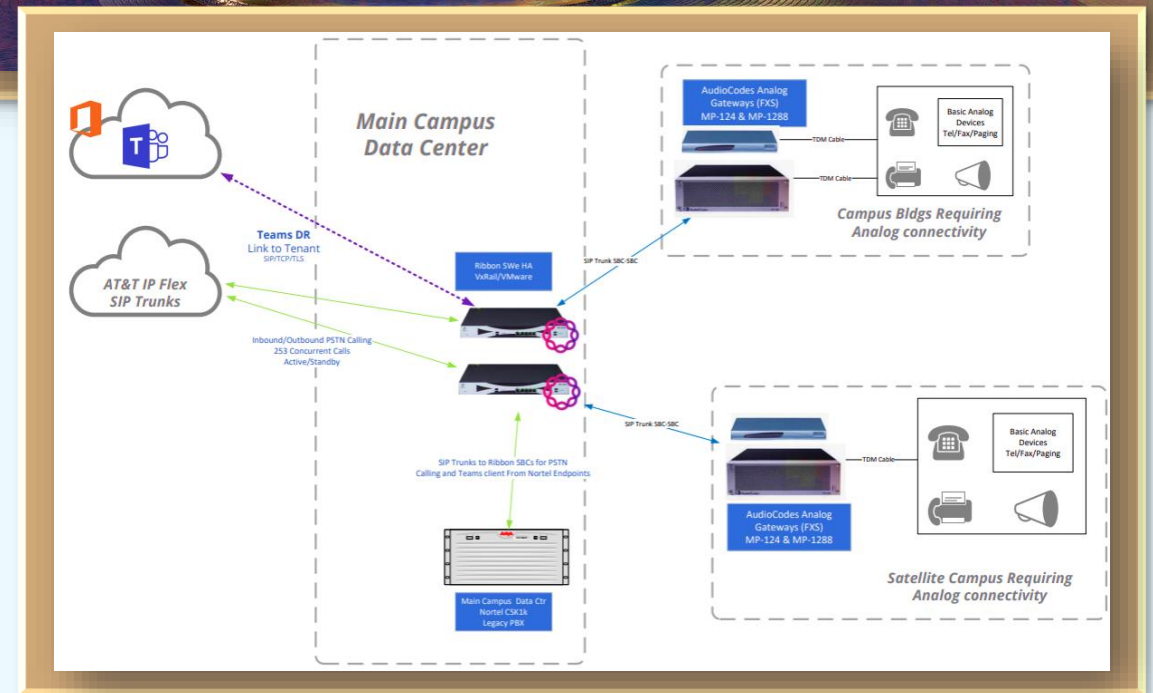
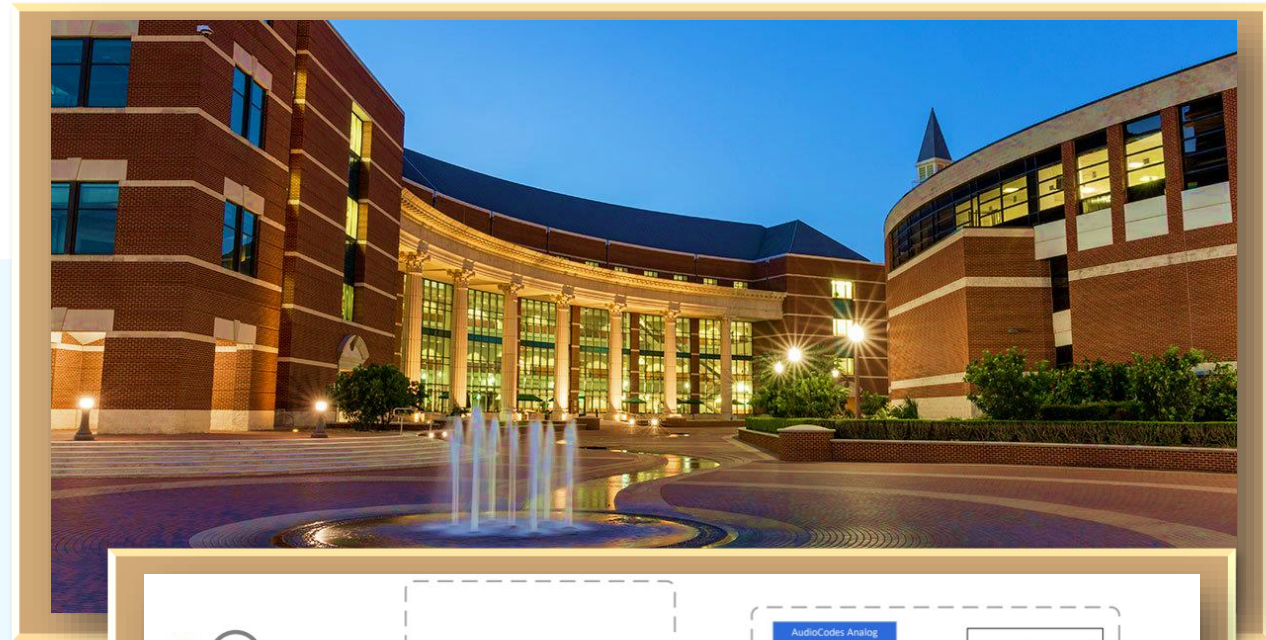
- ❖ Direct Routing through Ribbon 2K SBC's.
- ❖ 42 Ribbon Communications SBC 1000 Gateways deployed - providing over 1,000 analog ports for connectivity, including over 260 fax machines.
- ❖ 31 buildings supported in the metropolitan New York City area.
- ❖ Over 4,000 Teams users supported for voice calling.

Continuant provided reliable and secure support for Baylor's Nortel CS1000 PBX system for many years. However, this aging platform became increasingly unstable and finding hardware to maintain operations became increasingly difficult.

We evaluated Microsoft's Calling Plans consumption model as an alternative; however, the university had too many analog requirements and maintaining two separate PBX systems would be an unnecessary expense.

Continuant carefully assessed Baylor's needs and developed a solution that retained the value of its existing Nortel infrastructure while enhancing security and increasing efficiency.

- ❖ Fully-hosted session border controllers (SBCs)
- ❖ 50 analog gateways as part of an enterprise-wide transition to Teams
- ❖ All analog devices (elevators, fire and security alarms) were connected
- ❖ ACM team worked with Baylor's IT services to support faculty and staff through the transition



Boston Scientific

Advancing Science for life.

Since 2018, Continuant has maintained and managed the Avaya systems globally for Boston Scientific. Boston Scientific started moving to Microsoft Teams on their own, but quickly found there were business requirements and technical difficulties which couldn't be addressed with Microsoft Calling Plans.

Boston turned to Continuant for their deep knowledge of Teams telephony solutions and global capabilities to engage in multiple regions and locations.

Continuant designed a solution which supported virtual global SIP via Azure, allowing Boston to centralize their SBC deployments. For locations requiring local hardware, Continuant deployed SBCs and analog gateways to support countries such as China and India.

- ❖ **41,000 employees**
- ❖ **Ranked #319 on the Fortune 500**

Countries Supported by Continuant

Australia, Belgium, Canada, China, Colombia, Costa Rica, France, Greece, Hong Kong, Indonesia, Ireland, India, Italy, Japan, Lebanon, Malaysia, Mexico, New Zealand, Netherlands, Philippines, Poland, Portugal, South Africa, Singapore, Spain, Sweden, Thailand, Turkey, United Arab Emirates, United Kingdom, and United States.





A global leader in automotive seating.

Adient employs 85,000 people throughout 238 plants - operating in 34 countries. With annual sales of \$16 billion, Adient is the world's largest manufacturer of automotive seating. Continuant replaced Adient's Avaya systems with Microsoft Phone System. Continuant migrated 20,000+ users in 29 countries for Adient, ensuring that they'd be able to get the most out of their new solution. Continuant accomplished the migration in a remarkable six months.

Continuant also designed and deployed a new contact center for Adient in partnership with Five9.

That's just for starters. Now that the first 20,000 Microsoft users have been installed and the Avaya system has all been replaced, Adient and Continuant are making plans to move even more users to the Microsoft solution. Since the initial deployment, Adient's Microsoft usage has increased elevenfold, and that number will only keep going up. Adient and Continuant are now in conversations regarding Continuant's AV managed services as a solution for Adient's 400 meeting rooms.



Countries Supported by Continuant

Argentina, Austria, Belgium, Brazil, Canada, China, Czech Republic, France, Germany, Hong Kong, Hungary, India, Italy, Japan, Luxembourg, Macedonia, Mexico, Morocco, Poland, Romania, Russia, Serbia, Slovakia, South Africa, South Korea, Spain, Sweden, Thailand, Turkey, the UK, and the USA.

Customer Profile



Current Environment

Current Telephony	Current Carrier	Road Map
Avaya	AT&T	Future desires with telephony and Teams
Cisco	Comcast	
Mitel	COX	
Nortel	SpectraLink	
Siemens	Spectrum	
NEC	Verizon	
Other	Vonage	
	Windstream	

Discussion Points

Teams Certified Headsets



Poly Voyager Focus 2 UC



Poly Voyager 4220



Poly Voyager 5200 UC



Jabra Evolve 2 Ear buds



Jabra Evolve 2 75



Jabra Evolve 65e

Teams Certified Desk & Conference Phones



Poly CCX 350



Poly CCX 500



Poly CCX 600



Poly Sync 20

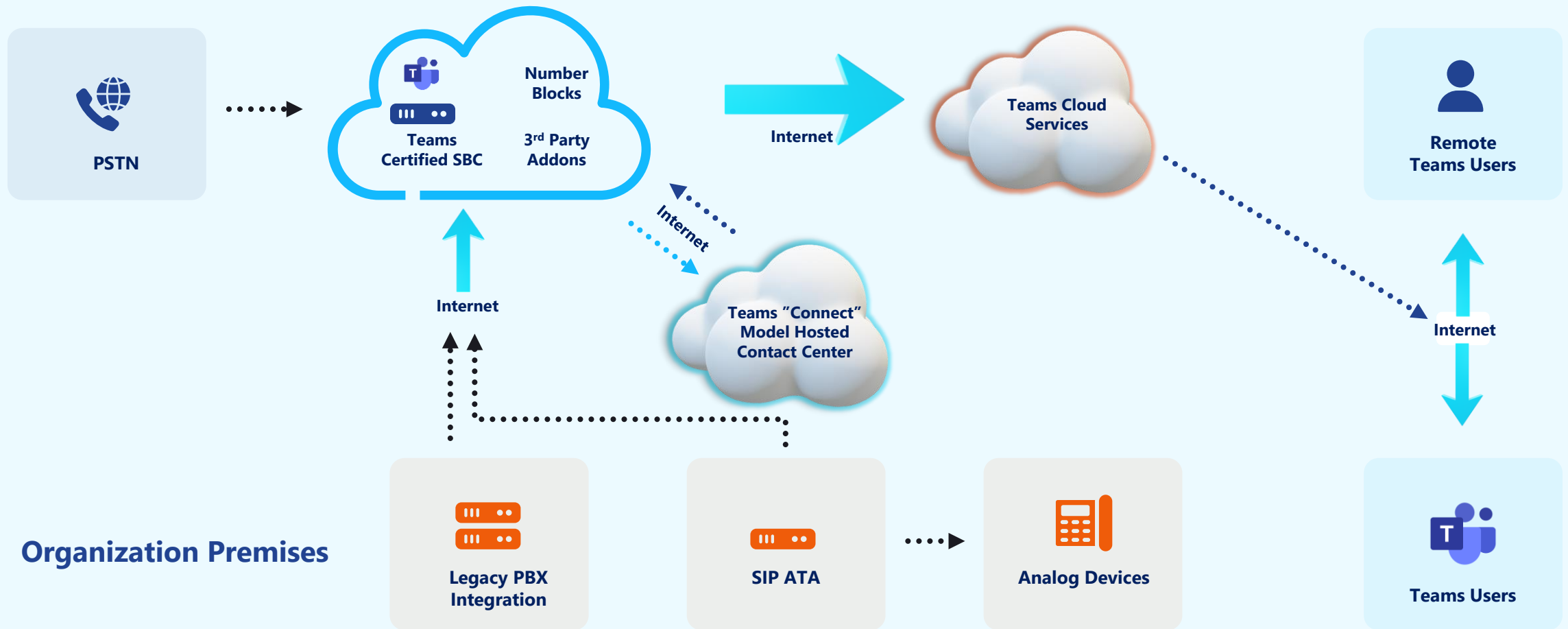


Poly P15

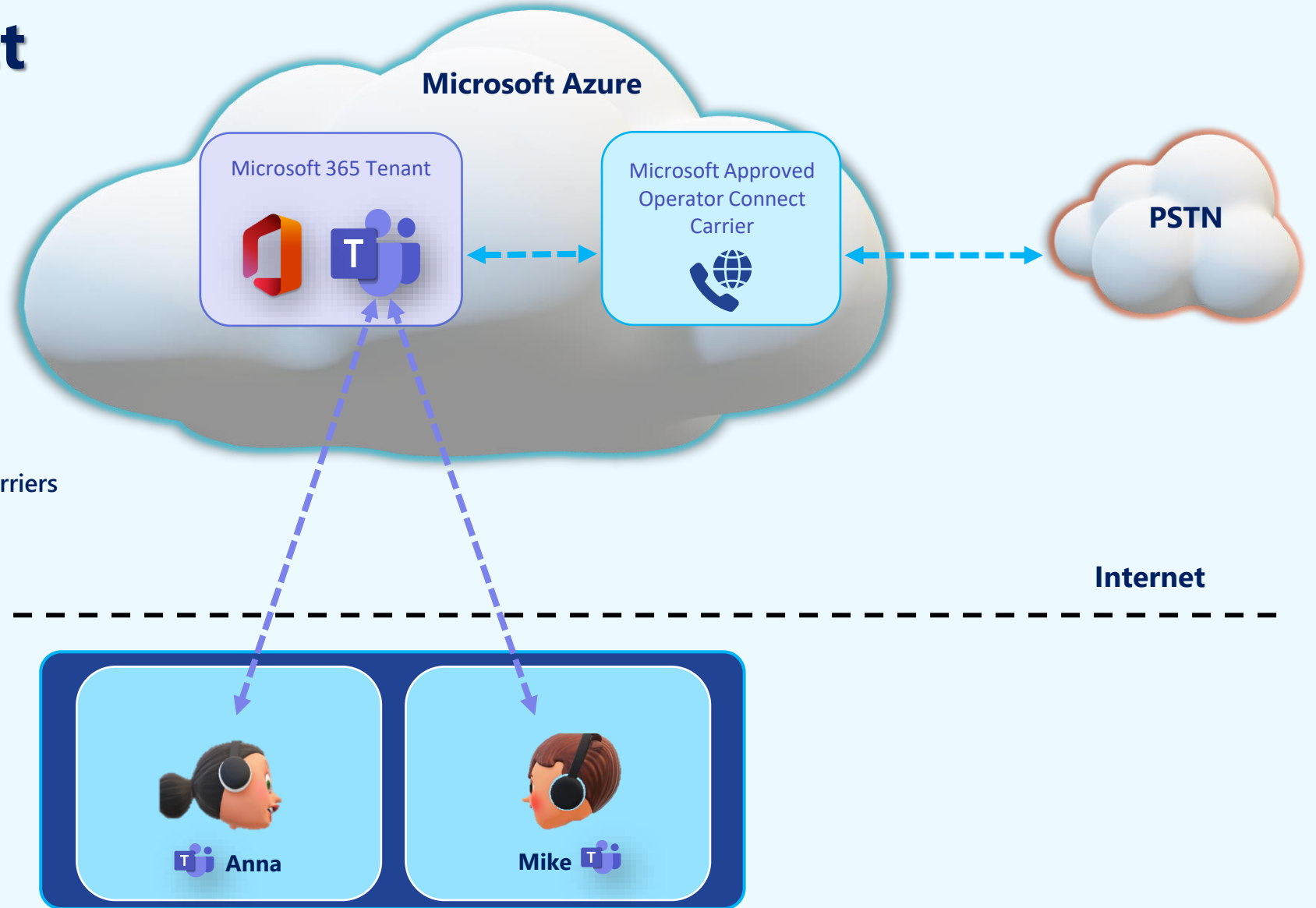


Poly Trio C60

Direct Routing as a Service (DRaaS)



Operator Connect



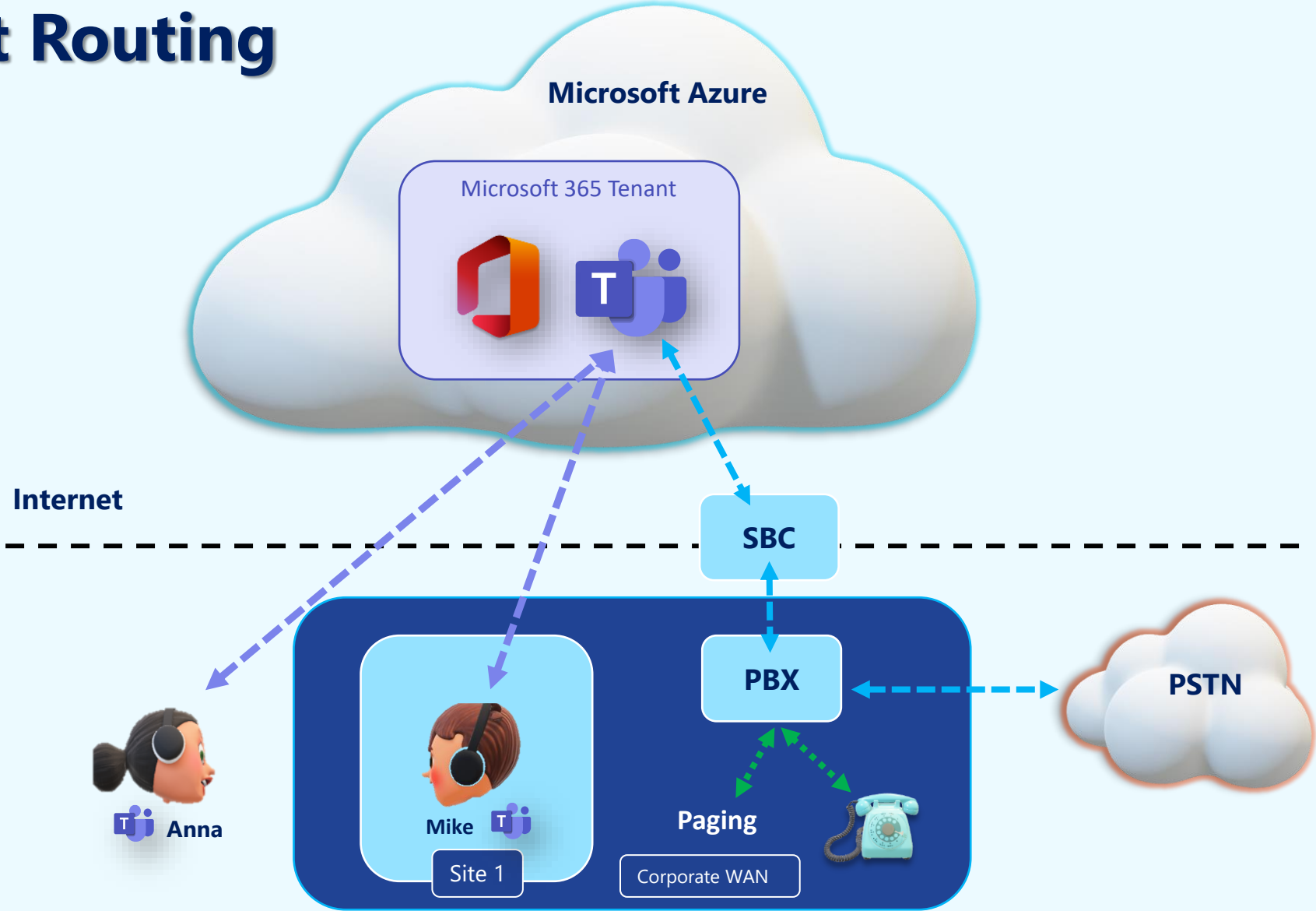
Connectivity provided by:

- ✓ Microsoft Approved Operator Connect Carriers

Internet

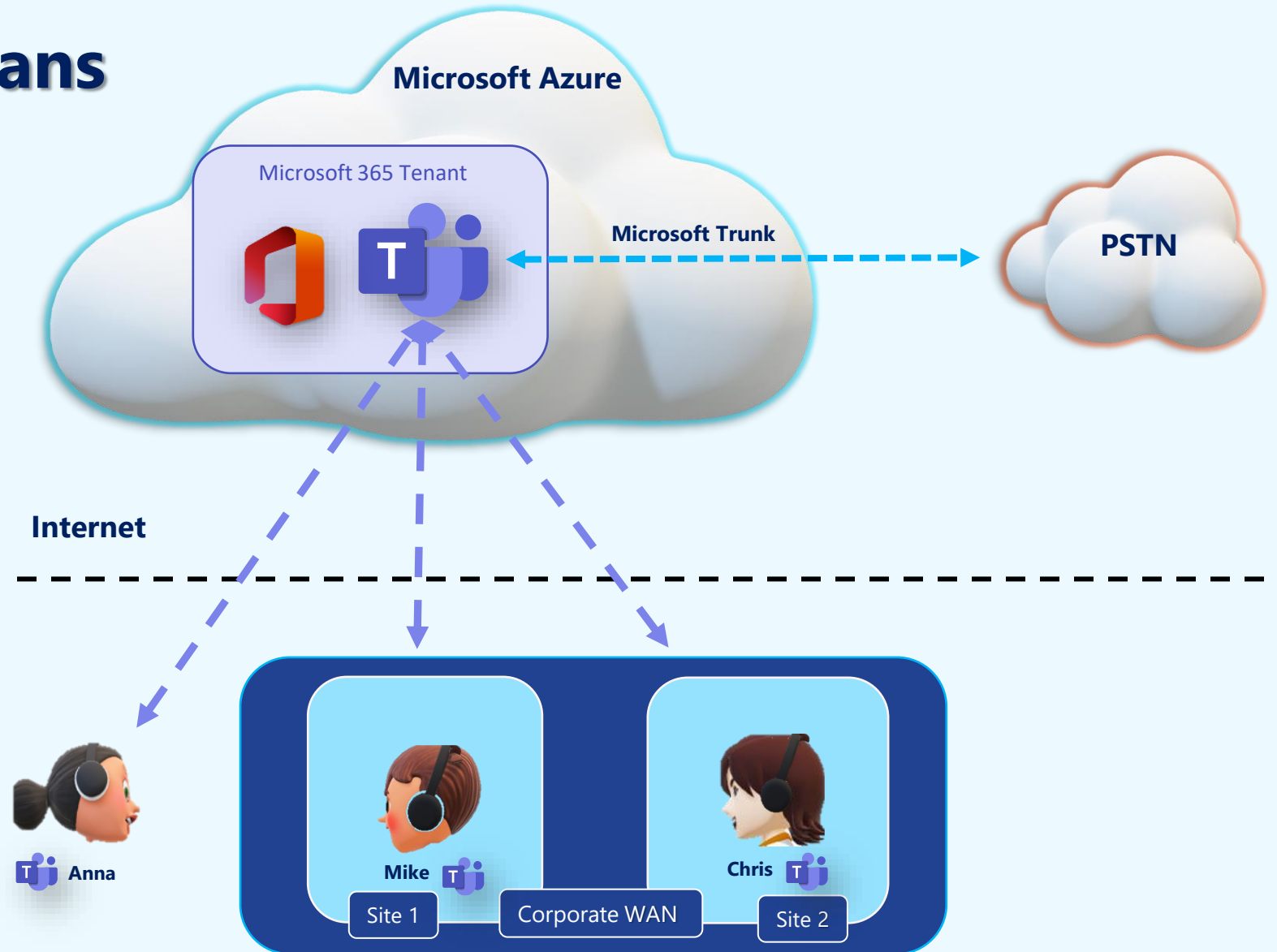
Traditional Direct Routing

On-prem SBC



Microsoft Calling Plans

- ✓ Microsoft operates as the carrier
(Existing DIDs Port to MS)
- ✓ Clients register to Teams via Internet
- ✓ All PSTN calls route through Microsoft



Evolving PSTN Services



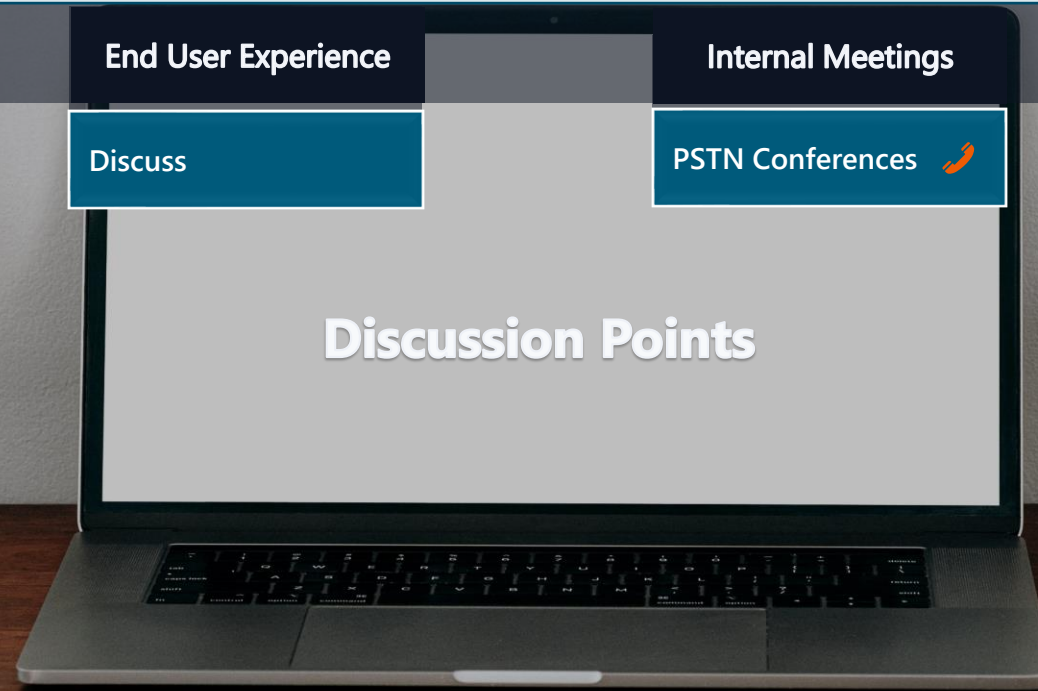
SIP	Teams Telephony	Converged Comms
PRI to SIP Flexibility	Current & Future Trends	Not if, But When



Workflow Simplicity



Unification of Voice & Telephony with Teams Calling



End User Experience

Internal Meetings

Discuss

PSTN Conferences 

Discussion Points

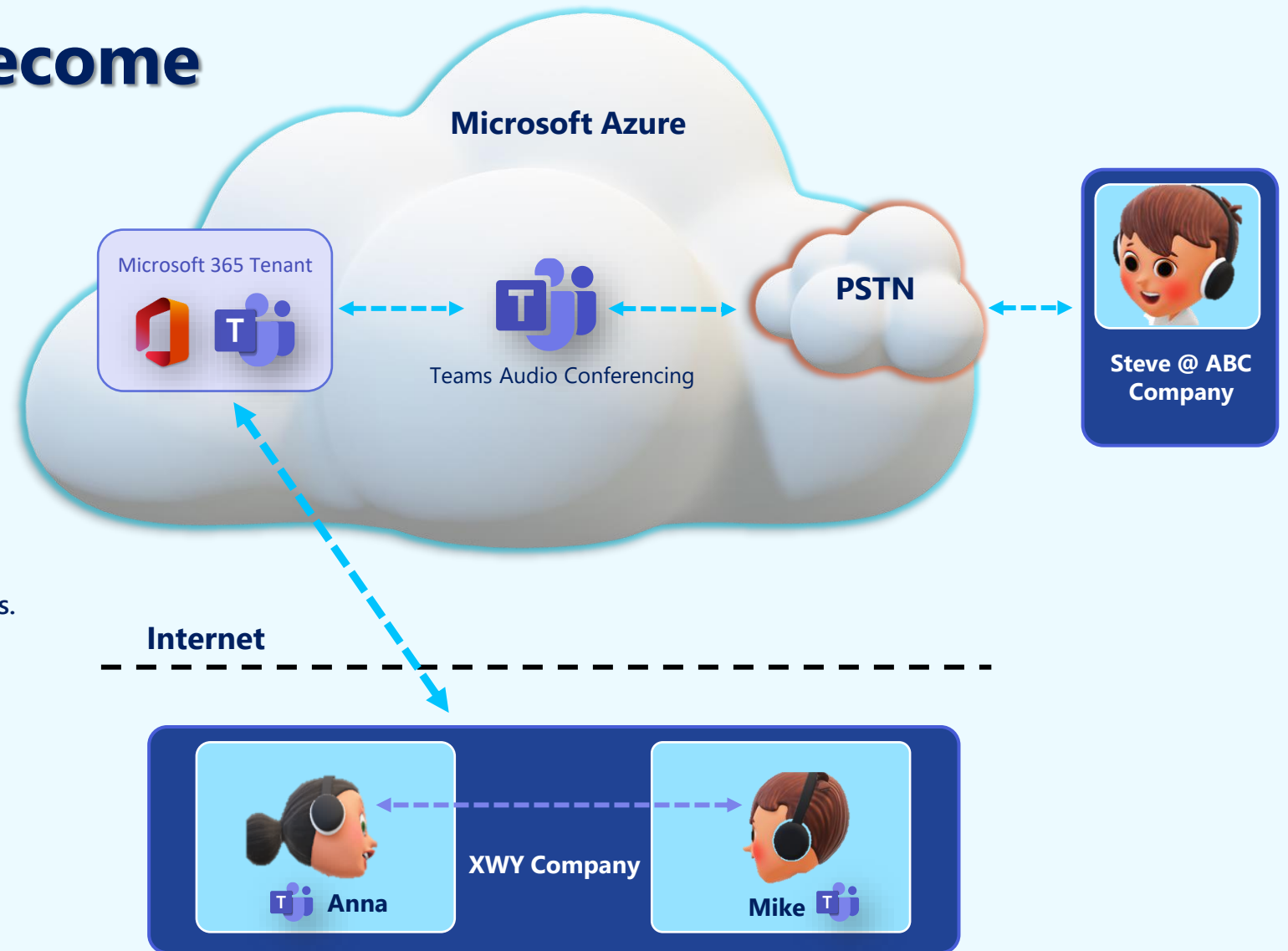


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Internal Meetings Become PSTN Conferences

Teams Calling Paves a Way Forward

- ✓ Easily turn an internal Teams Meeting into an external meeting or conference call with Teams Calling
- ✓ Experience true collaboration between organizations.



Cost Savings & Effectiveness



Cost Savings

Cost Effectiveness

Legacy to Cloud-Based Environment

Tech Consolidation & Collab

Discussion Points

HOME

Road Map & Technology Assessment Services



Business Discovery

ACM Successful Digital Transformation >

ACM Adoption Curve >

Discussion Points

Design & Consulting Services

Design Engagement

Consulting Engagement

Professional Services Engagement

HOME

ACM Successful Digital Transformation



Define your future vision & goals



Assess your needs & opportunities

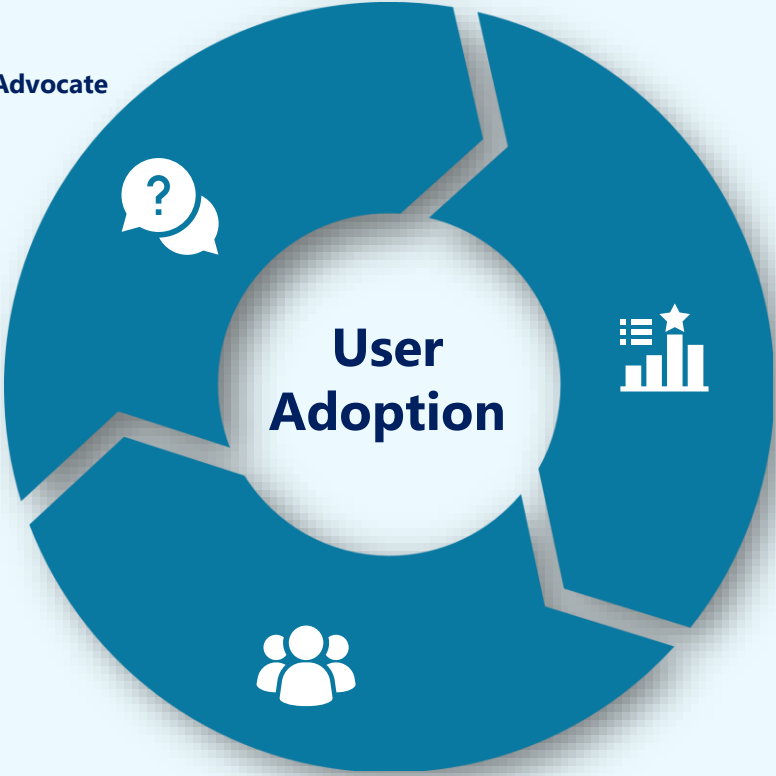


Define and build Your Plan

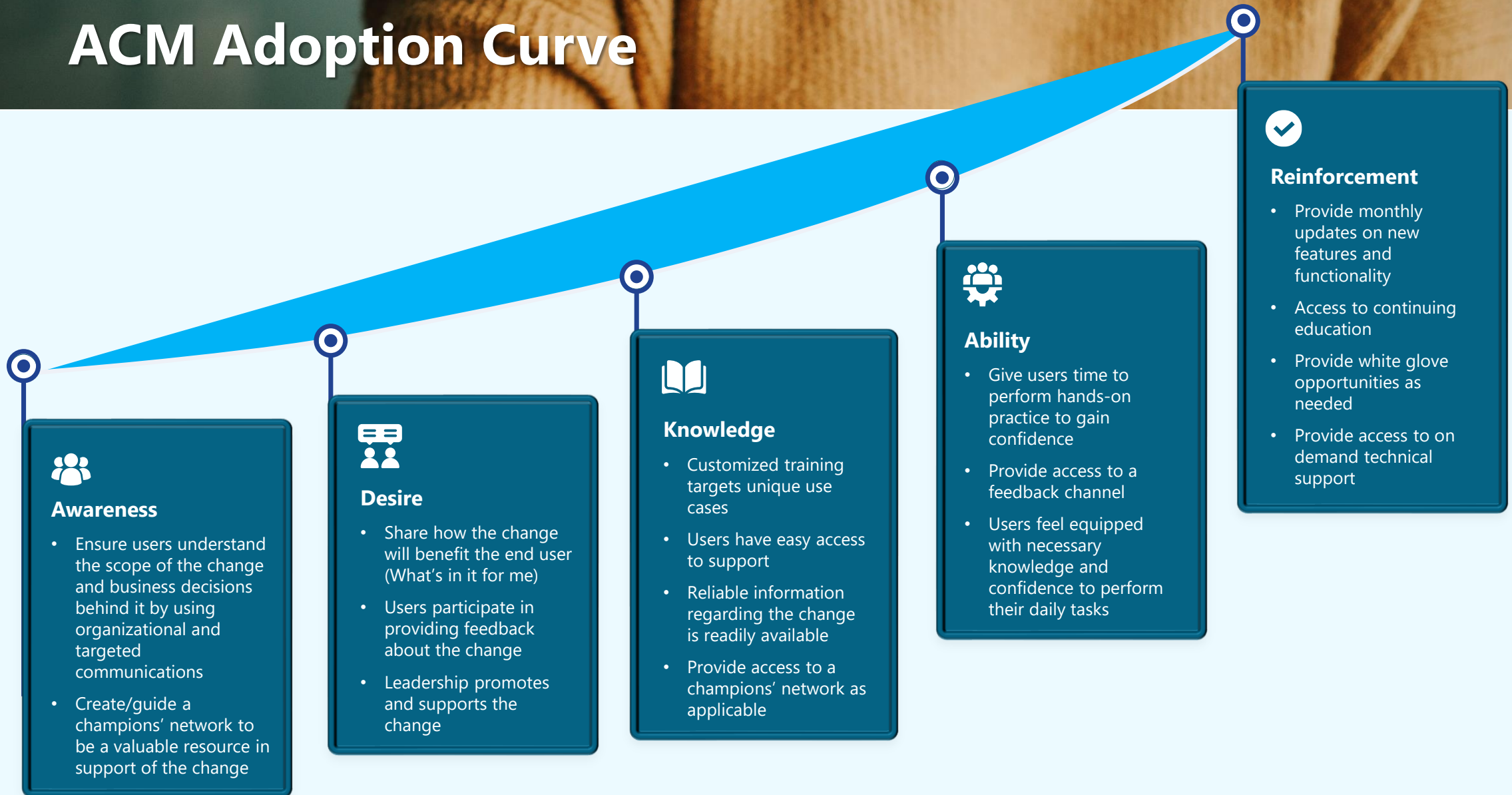


Supplier access and support

Change Management



ACM Adoption Curve





Thank you.

Link to offer in Microsoft AppSource [Teams Phone - Knowledge Transfer](#)