



# Optimizing Business Connectivity: A Primer on Lumen + Microsoft Teams Phone

February 2024

## Unleashing the World's Digital Potential

### Preferred Global Partner

Lumen is Microsoft's preferred partner supporting Azure globally via our networking, infrastructure and managed & professional services. As a Microsoft Cloud Solution Provider, Lumen has proven expertise in delivering quality solutions across key proficiency levels.



### Proficiencies and Specializations

- |   |   |
|---|---|
| Azure Expert MSP                          | Data & AI Solution Partner                          |
| Azure Network MSP                         | Modern Work Solution Partner                        |
| Azure Network Peering Service Providers   | Calling for Microsoft Teams Advanced Specialization |
| Digital & App Innovation Solution Partner | M365 Copilot  |
| Infrastructure Solution Partner           |   |

### Key Innovation Collaborations

- 1 ExaSwitch
- 2 Azure Stack HCI Lumen Edge Bare Metal / Application Modernization
- 3 Azure Synapse
- 4 Azure IoT Platform for Smart Solutions
- 5 Metaverse
- 6 M365 Copilot

### DID YOU KNOW?

Lumen has more than 500 Azure experts and 900+ Microsoft certifications.

### Leverage Lumen's Capabilities

Lumen digitally connects people, data and applications—quickly, securely and effortlessly. Deliver superior customer experiences, reduce operational costs, and improve security with Azure certified Lumen cloud architecture, migrations and more.



### Managed & Professional Services

- Advisory Services & Assessments
- Transitions & Migrations
- Integrations
- Ongoing Management



### Hybrid / Distributed / Edge



### Connectivity / Private Wireless / LTE & 5G



### UC&C / Teams Phone / M365



# Why Lumen + Microsoft Teams Phone

# 3 reasons to replace your traditional phone system with Microsoft® Teams Phone

## Unify your legacy PBX system in Microsoft® 365

Provide a complete voice solution in the cloud with Teams Phone. Reduce reliance on on-premise hardware and eliminate points of failure to boost business resilience.

## Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams admin center.

## Scale globally

Connect your phone system to the Microsoft® worldwide network and get the power of the Microsoft cloud wherever your business goes.



# Lumen<sup>®</sup> Unified Communications & Collaboration

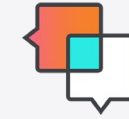
We deliver on much more than software to reduce the complexity of migrations, deployments, and digital transformation initiatives for our customers.



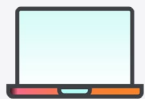
**Modernize communications** with a single global provider



**A partner you can trust:** Lumen is a Microsoft<sup>®</sup> Modern Work Solutions partner & Calling For Teams Specialized Partner



High-touch **consultative engagements** to ensure successful implementation and adoption



**Simplified collaboration:** Enjoy all the collaboration features of Teams in a single solution



Smooth, **streamlined** configuration and deployment



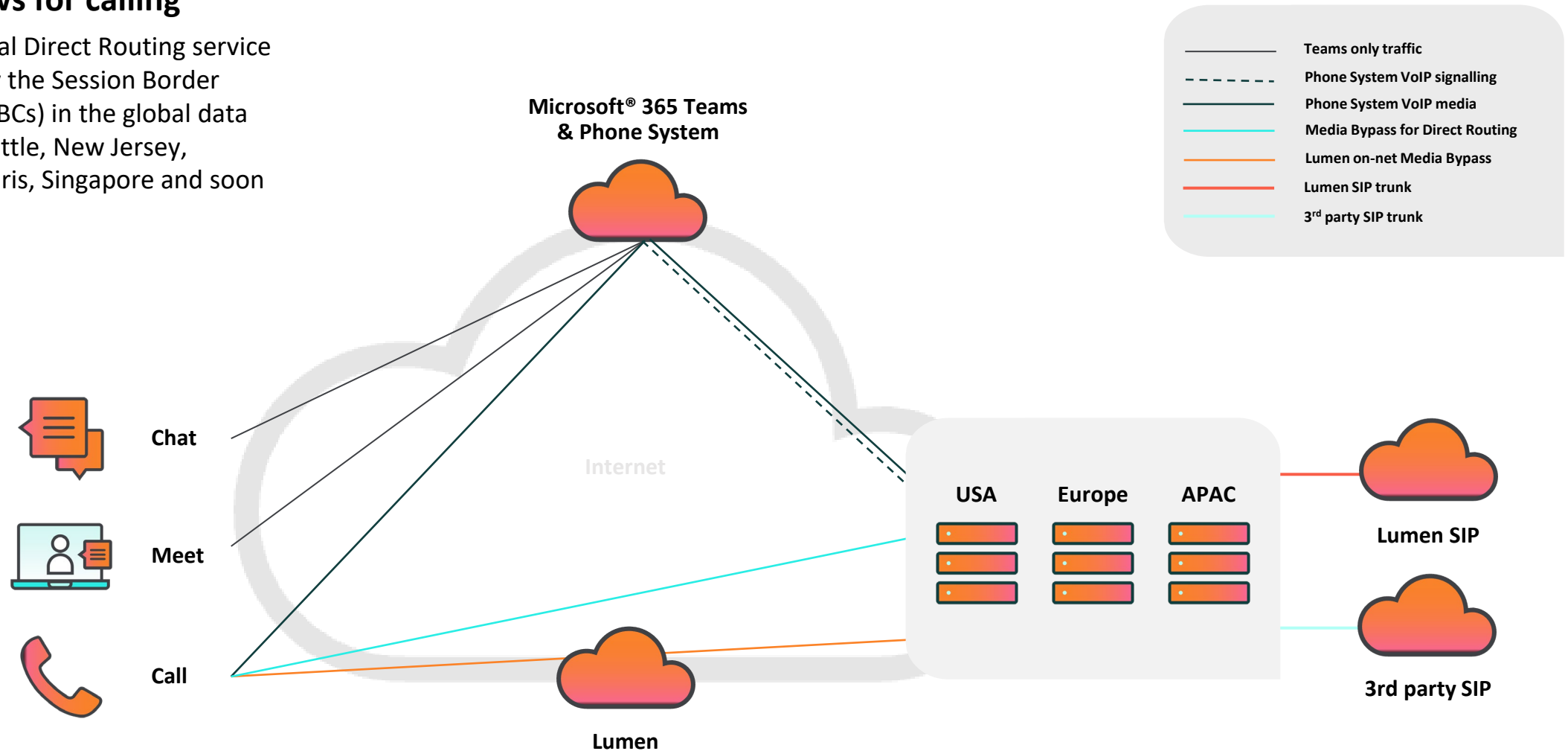
**Enhanced customer experience** for ongoing management and support

# How It Works

# Lumen Solutions for Microsoft® Teams Architecture

## Media flows for calling

Lumen's Global Direct Routing service is provided by the Session Border Controllers (SBCs) in the global data centers in Seattle, New Jersey, London x2, Paris, Singapore and soon Japan.



# Lumen Solutions for Microsoft® Teams

- 1. High Availability Session Border Controllers** deployed in 6x global data centers to connect MS Teams to your Public Switched Telephone Network (PSTN)
  - Virtual SBC routing of your SIP traffic
- 2. Flexible purchase models** to give clients ease of migration using Lumen Voice Complete, current SIP, consumption modeling and/or lower monthly cost over calling plans
- 3. Optional add-on solutions** including:
  - Connecting customer premise equipment to the platform
  - Advanced reporting and number management tools
  - Interconnect third-party premise or cloud call control platforms to the service
  - Ongoing tenant management





**With Microsoft® 365 E3 plus Phone System or E5 licensing, organizations have the option to use Microsoft® Teams as a PBX replacement.**

Lumen enables our customers to take advantage of this option by providing a fully managed service wrapper to ensure the best possible Teams experience when replacing other PBX environments.



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# A Closer Look at 3 of Our Most Popular Add-Ons

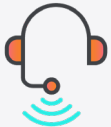
## OPTIONAL ADD-ON

# CPE Registration of Device



### **Connecting customer premise equipment to the platform:**

Enable effortless integration through Lumen's Platform and the CPE Registration of Device service. This provides a solution for customers where Teams Phone cannot support natively.



**Effortlessly integrates devices** such as Door Entry units, handsets, Analogue, and many more. Make/receive calls from any other endpoint or service that is served by our platform.



The service is delivered on **Multi-tenant Platform** to customers within a region, with a strict logical separation of customer services.

## Available to purchase in 2 ways

**Standard Deployment:** Monthly MRC to register the device to the cloud; customer responsible for configuration of devices

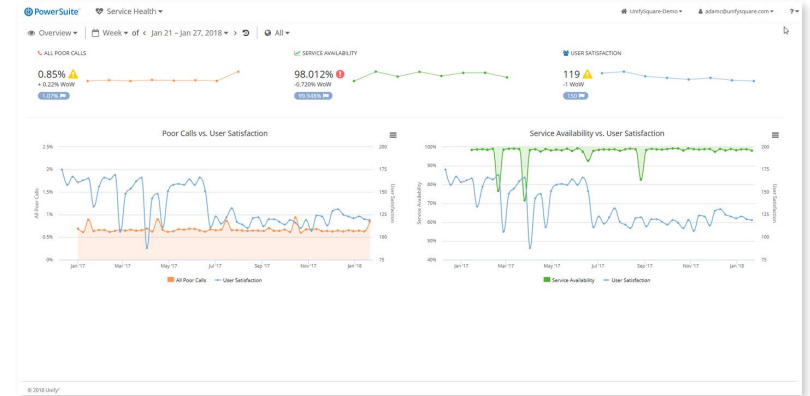
**Managed Deployment** with professional service support: Monthly MRC to register the device to the cloud plus a one-time setup fee for Lumen to help your team with the configuration and deployment activities for necessary devices

## OPTIONAL ADD-ON

# Reporting and Phone Number Management

## Go beyond Call Quality Dashboard with PowerSuite and Number Management

- You're in control with a self-service dashboard and actionable insights.
- AI predictive analytics
- Data segmentation
- Actionable insights
- Benchmarking
- Advanced path visualization & troubleshooting
- Machine learning & AI for first line support



The dashboard shows a table titled 'Sites with the Highest Usage' with columns for Site, Phone Numbers (Used and Total), and Usage percentage. It also includes sections for 'Allocation Conflicts' (0) and 'Phone Number Ranges' (82).

Site	Phone Numbers		Usage
	Used	Total	
Berlin	77	322	23.91%
Munich	77	322	23.91%
London	56	401	13.97%
New York	58	561	10.34%
Austin	1	10	10%
Detroit	44	550	8%
Seattle	3	111	2.7%
Bengaluru	0	1000	0%
Cologne	0	1000	0%
Denver	0	1999	0%

# Reporting and Phone Number Management

PowerSuite is a cloud-based software platform with comprehensive management and 360-degree view of a multi-platform communications and collaboration environment.

## User Experience

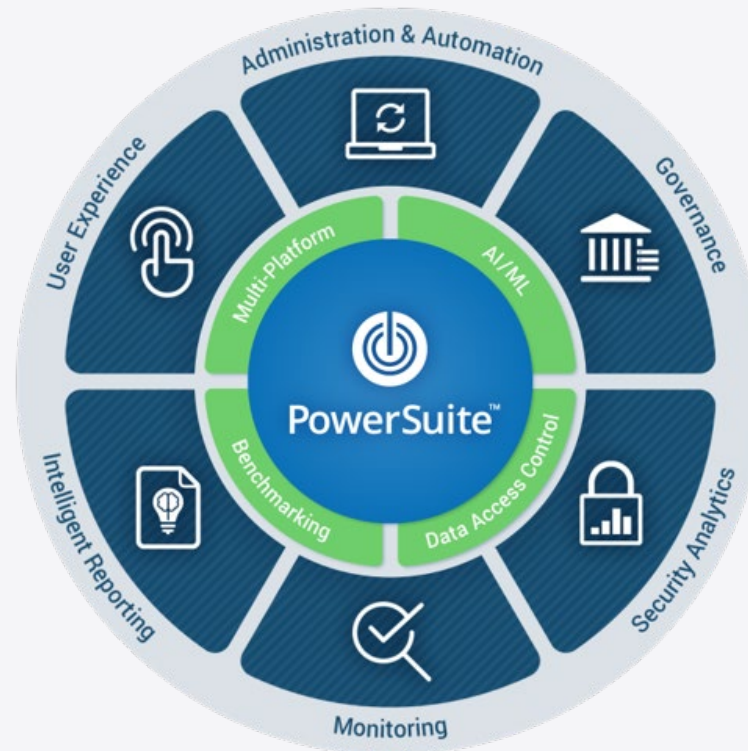
- Help desk support
- User satisfaction tracking
- Track VIP users and meeting room experiences

## Intelligent Reporting

- MS Teams/Zoom/Skype reporting
- Proactive insights and troubleshooting
- Service health analysis
- Call reporting and analytics

## Monitoring

- Monitors and troubleshoots end-to-end user and PSTN availability



## Administration & Automation

- Phone Number Management
- User provisioning
- Device management
- Policy enforcement

## Governance

- Creation
- Auditing and compliance checking of team, guest and workspace policies
- Lifecycle policy management

## Security Analytics

- Usage & adoption
- Guest analytics
- Teams ownership analytics
- Inactive teams
- Public/private teams

# Ongoing Tenant Management

- Managing your Teams tenant can **present new challenges** and complexities that are often overlooked when migrating to Microsoft Teams Phone.
- As your Teams administrator, **Lumen can manage** your Teams voice policies, call routing policies, as well as manage, dial plans, and assigning DDIs to your organization's' voice users.
- Lumen's tenant management offering leverages significant in-house experience in Microsoft Voice and Teams deployments to provide your business with a **high level of service**, without the hassle.
- All administrative tasks are carried out under a defined role-based access control (RBAC) matrix for every customer while observing and conforming to ISO27001 considerations.

**Lumen provides a service desk to interface with the customer helpdesk.**

This includes:

- Administration support for the customer Teams tenant, including voice policies, voice routings and dial plans
- MACD's for users
- Native Teams Phone Number Management, Reporting and Analytics





# Getting Started

Choose the Best Option for Your Business Needs



# 3 Purchase Options for Your Business Needs

## Self-managed SBC (Session Border Controller)

Free trial + service available for 1+ users

- A portal-led, automated provisioning of the Microsoft® Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier) where applicable.
- Self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment).
- Your organization owns delivery of service and coordination of go-live and site migrations.

## Co-managed SBC

Service available for 100+ users

- A portal-led, automated provisioning of the Microsoft® Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier) plus the add-on of configuration of the customer tenant.
- Self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment).
- Coordination of go-live and activation, including managed onboarding of base configuration, policies and users.

## Pro-managed SBC

Service available for 250+ users

- A managed, project-led provisioning of the Microsoft® Teams Phone service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier).
- Coordination of go-live and activation, including a fully managed onboarding & project manager-led deployment with expert-led UAT test scenarios.
- Option for large enterprises to purchase based on consumption model.