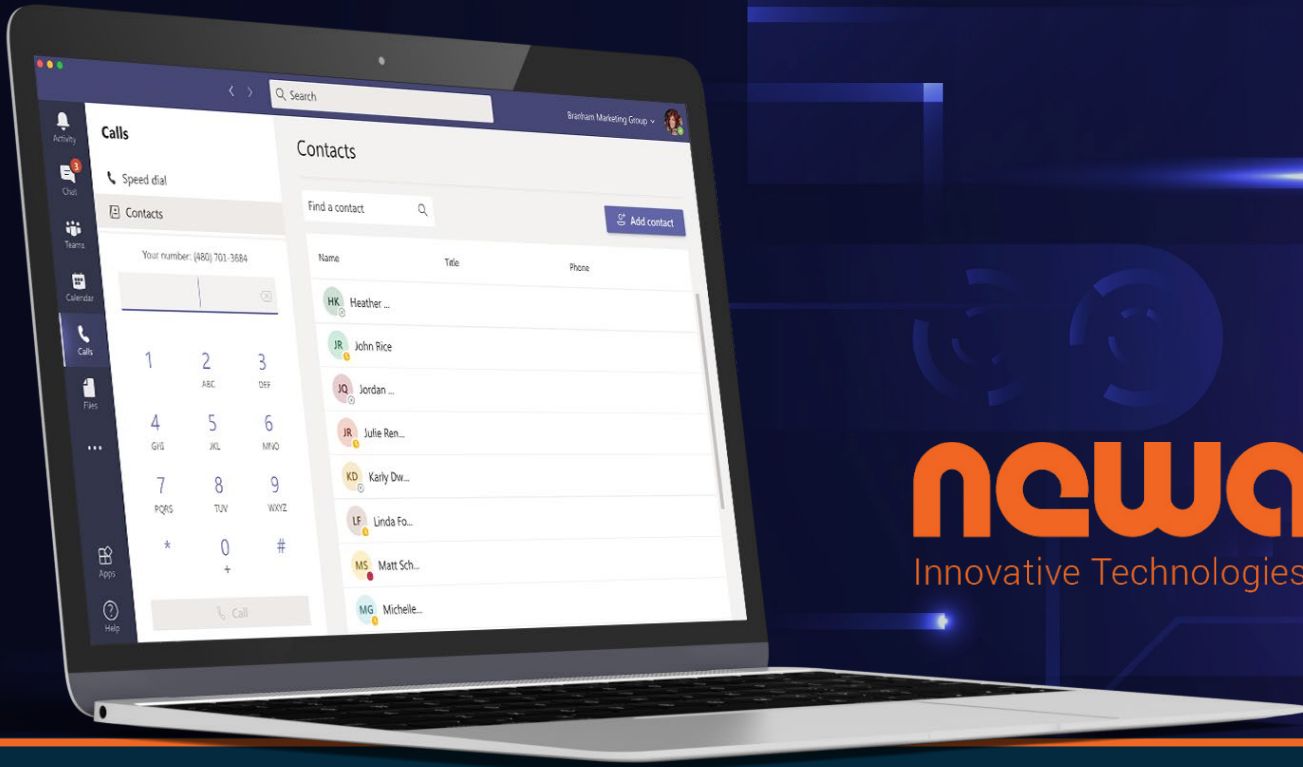


# MICROSOFT TEAMS

# Calling-as-a-Service

Leverage the Power of Microsoft Teams Calling Through Our Fully-Managed Offering



**neway**  
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Gold Cloud Platform  
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# MICROSOFT TEAMS

# CALLING-AS-A-SERVICE



According to Gartner, by 2022 three out of four organizations will move at least five percent of its full time, on site staff to a permanent remote workforce. By 2023, more than half of large organizations will implement direct connectivity from their WAN to cloud providers – a 10 percent increase in from 2019. By 2024, three quarters of new unified communications licenses will be cloud based, up from half in 2019.<sup>1</sup>

Supporting the dramatic shifts in the way your workforce communicates requires providing a centrally managed, reliable calling solution that drives productivity and increases collaboration.

Neway Technologies will help you meet that challenge with its Teams Calling-as-a-Service solution, a fully managed offering that enables your remote staff to call, chat, meet, and collaborate via voice or video-calling in one online calling app through your existing Microsoft Teams instance.

The new remote normal means your phone lines and equipment need to be as mobile as you are. Teams Calling-as-a-Service reduces costs, elevates business communication, and retires your outdated telephony infrastructure.



**Neway efficiently manages Teams Calling to ensure reliable uptime and optimum performance.**

<sup>1</sup>Magic Quadrant for Unified Communications as a Service, Worldwide, by Rafael Benitez, Megan Fernandez, Daniel O'Connell, Christopher Trueman, Pankil Sheth, Gartner, November 12, 2020.

# ENHANCING THE POWER OF TEAMS CALLING WITH **neway**

Neway ensures you leverage the full power of Teams Calling through a fully managed calling solution that includes handset, DIDs, and more on a per user/per month basis. Leveraging its 24/7 staffed Network Operations Center (NOC), Neway provides a managed services offering that includes monitoring and reporting solutions to efficiently manage Teams Calling to ensure reliable uptime and optimum performance.

**Neway's monitoring, incident management, and reporting capabilities enable you to achieve:**

- Enhanced user experience by reducing downtime
- Rapid resolution to incidents occurring around the clock
- Meeting user and business partner SLAs



## REALIZE THE BENEFITS OF Teams Calling-as-a-Service

Neway's unparalleled 24x7 NOC managed services provides you with industry-leading operational expertise, experienced system engineers, advanced monitoring technology, and real-time reporting that allow you to realize the benefits of Teams Calling without the operational and financial burden of developing and maintaining your own NOC.

Learn more at [www.neway.cloud](http://www.neway.cloud)

# WHY CHOOSE NEWAY'S TEAMS CALLING-AS-A-SERVICE



## One End-to-End Solution

- Streamlines the management of your calling service
- Frees up your in-house telephony infrastructure resources
- Offers worldwide service with available calling plans in nearly 60 countries
- Eliminates the need to negotiate with trunk providers in individual countries – one contract = global access
- Handles set up of calling plans with local providers when expanding into other geographies



## Cost Reduction

- Provides flexible calling packages to meet your company's specific needs
- Delivers calling plan costs 30% to 50% lower than standard Microsoft plans



## Enhanced Performance

- Guarantees performance optimization levels & voice quality
- Enhances end-user experience regardless of location

Learn more at [www.neway.cloud](http://www.neway.cloud)

# TOP 9 FEATURES OF MICROSOFT TEAMS CALLING



01

## Microsoft Teams-Certified Devices

Enable a consistent Teams experience on personal and shared devices.

02

## Contact Center Integration

Connect to your favorite contact center software.

03

## Comprehensive Microsoft Calling Plans

Quickly procure and assign phone numbers or port existing phone numbers. Available in 18 countries.

04

## Direct Routing

Use your existing telecommunications providers by directly connecting their Session Initiation Protocol (SIP) trunks to Microsoft Teams.

05

## Auto Attendant

Answer and easily route inbound calls to the right queues with set parameters for time zone, language, and availability.

06

## Call Queues

Create custom greetings, play music for customers waiting on hold, and set up shared voicemail..

07

## Cloud Compliance Recording

Easily connect to partner compliance recording solutions.

08

## Cloud Voicemail

Access voicemail messages and transcriptions anywhere from any device.

09

## Audio Conferencing

Add flexibility to meetings with a dial-in number, included in every online meeting.

## TEAMS CALLING IS A RECOGNIZED LEADER IN UNIFIED COMMUNICATIONS:

Highest position in Gartner's UCaaS Magic Quadrant for Ability to Execute<sup>2</sup>

Named leader in UCaaS by The Forrester Wave<sup>3</sup>

<sup>2</sup>Magic Quadrant for Unified Communications as a Service, Worldwide, by Rafael Benitez, Megan Fernandez, Daniel O'Connell, Christopher Trueman, Pankil Sheth, Gartner, November 12, 2020  
<sup>3</sup>The Forrester Wave™: Unified-Communication-As-A-Service (UCaaS) Providers Q3 2019, by Art Schoeller with Daniel Hong, Sara Sjoblom, Peter Harrison, Forrester, August 27, 2019.

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# WHY neway

## Microsoft Partner



Gold Cloud Platform  
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Gold DevOps  
Gold Data Analytics  
Gold Communications  
Gold Application Development  
Gold Security  
Gold Windows and Devices  
Azure Expert Managed Service Provider Program  
Surface Hub Authorized Reseller



Azure Expert MSP

Established in 2004, Neway Technologies provides unparalleled expertise across the Microsoft platform on a global scale. Our solutions incorporate delivering measurable business outcomes through innovative solutions leveraging Microsoft technologies and infrastructure solutions, both on-premises and in the cloud, including Office 365, Azure, Teams, SharePoint and more. Our customers represent a broad range of industries including technology and communications, financial, government, and defense.

With your critical applications and operations running on the Microsoft cloud, you need a partner, like Neway, who is **100% dedicated to the Microsoft platform.**

- Microsoft Tier 1 Cloud Solution Provider (Direct)
- Azure Expert MSP
- **Microsoft Advanced Specializations:**  
Modernization of Web Applications to Microsoft Azure, Adoption and Change Management, and Calling for Microsoft Teams
- Access to Microsoft funding programs
- **Microsoft Gold Partner:**  
14 Microsoft Gold Competencies including Cloud Platform, Cloud Productivity, Collaboration & Content, Security and more
- FastTrack Ready Partner
- Insight into the Microsoft roadmap to help you effectively plan for upgrades and enhancements
- Expertise in Microsoft licensing and subscriptions to help you optimize your entitlement and reduce your overall spend
- Customized solutions through modular managed services
- Comprehensive architecture, design, deployment, management, and adoption solutions

Learn more at [www.neway.cloud](http://www.neway.cloud)