UNIFIED COMMUNICATIONS & ENTERPRISE VOICE

The days of office phones and traditional PBX are over, but some features are still needed. The native capabilities of Microsoft Teams as an enterprise solution offers customers a way to take advantage of traditional PBX communication methods on a sleek, user-friendly platform and is built to take on your entire organization set up for external phone lines. Teams also boasts various native devices that users can take advantage of and the ability to integrate other legacy devices and services through Direct Routing.

What do you need?

To use Microsoft Teams for your enterprise voice solution, you need:

- **A Microsoft Teams Licence**: This will be included in your Microsoft 365 E3 or E5 licence.
- **A Microsoft Phone System**: Purchased separately but is included in E5 licence SKUs.
- **A Calling Plan or Direct Routing**: Choose a Microsoft calling plan or a bring your own SIP trunk.*

*You are not restricted to using Microsoft calling plans when using Microsoft Teams. Bring your own direct routing typically provides better integration with call centre software, has broader global reach and can be more cost effective.

How we help

SoftwareONE UK provides a range of consulting, technical and licensing services designed around your specific requirements. There is no one-size-fits-all. Your in-house skills will determine which services you need. We’ll help you define which services will help you achieve your communications goals quickly and cost effectively.

CONSULTING SERVICES

**Teams Calling Workshop**

A great starting point, this Microsoft-funded workshop covers:

› Your current telephony and PBX needs
› Environmental and workload analysis
› Demonstration of the end-to-end Teams Calling experience
› How to transition various user profiles into a modern collaboration and communication environment
› 3rd party applications and devices that can complement the Teams Calling experience
› Customized, actionable recommendations you can follow to enable and adopt Teams for Calling

**Teams Voice Strategy Workshop**

This 5-day consultancy engagement results in a high-level plan that customers can use to independently deploy their UC strategy or as an estimate for implementation services required. It covers:

› Standard designs – Break out models for voice
› Network topology and connectivity best practices
› Policy and configuration standards and naming conventions required in-line with the documented strategy and objectives
› The processes by which a site will be migrated and the associated acceptance criteria

Basic test plans for the implementation of pre-cutover and cutover event testing
TECHNICAL IMPLEMENTATION

Direct Routing SIP Service

SoftwareONE provides Direct Routing SIP trunk packages for Microsoft Teams that enables our customers to pair PSTN services to their Teams tenant. It includes:

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  1. Set up and configuration
  2. Calling Plan bundles
  3. Third party connectivity
  4. Reporting & analytics
  5. Recording services
  6. Configuration guides for your Teams tenant
  7. Remote local office hours support DR SIP Service, with escalation points.

Transformation & Delivery

SoftwareONE will enable the DR SIP Service for users as part of a roll out plan including:

- Planning around timelines and priorities
- Site discovery/preparation/procurement
- User enablement - migration/porting
- User readiness
Remote support during office hours the day following cutover

MANAGED SERVICE

We provide a full managed service including:

- Full support for the SoftwareONE DR SIP Service
- Administration - MACD's (moves, adds changes, deletes), new policies
- Support - troubleshooting
- Reporting - User adoption analytics, call quality reporting

Charged per user per month.