



Microsoft Teams

Direct Routing



Give Teams a voice with the UK's No.1 SIP provider

Many businesses utilising Microsoft Teams for internal collaboration can now benefit from the ability to make and receive calls by enabling Teams as a full cloud-based UC solution with enterprise grade telephony.

Give your Teams a voice with confidence - benefit from a highly reliable, resilient architecture with Direct Routing from the UK's No.1 SIP Trunking provider with simple provisioning, enhanced call control features and carrier grade infrastructure.

All provided at a competitive price, as a complete cloud solution.

Give Microsoft Teams a voice

Microsoft Teams - Direct Routing

Enable full voice capability natively into Microsoft Teams, as an alternative to Microsoft calling plans and without the need for on-premise hardware.

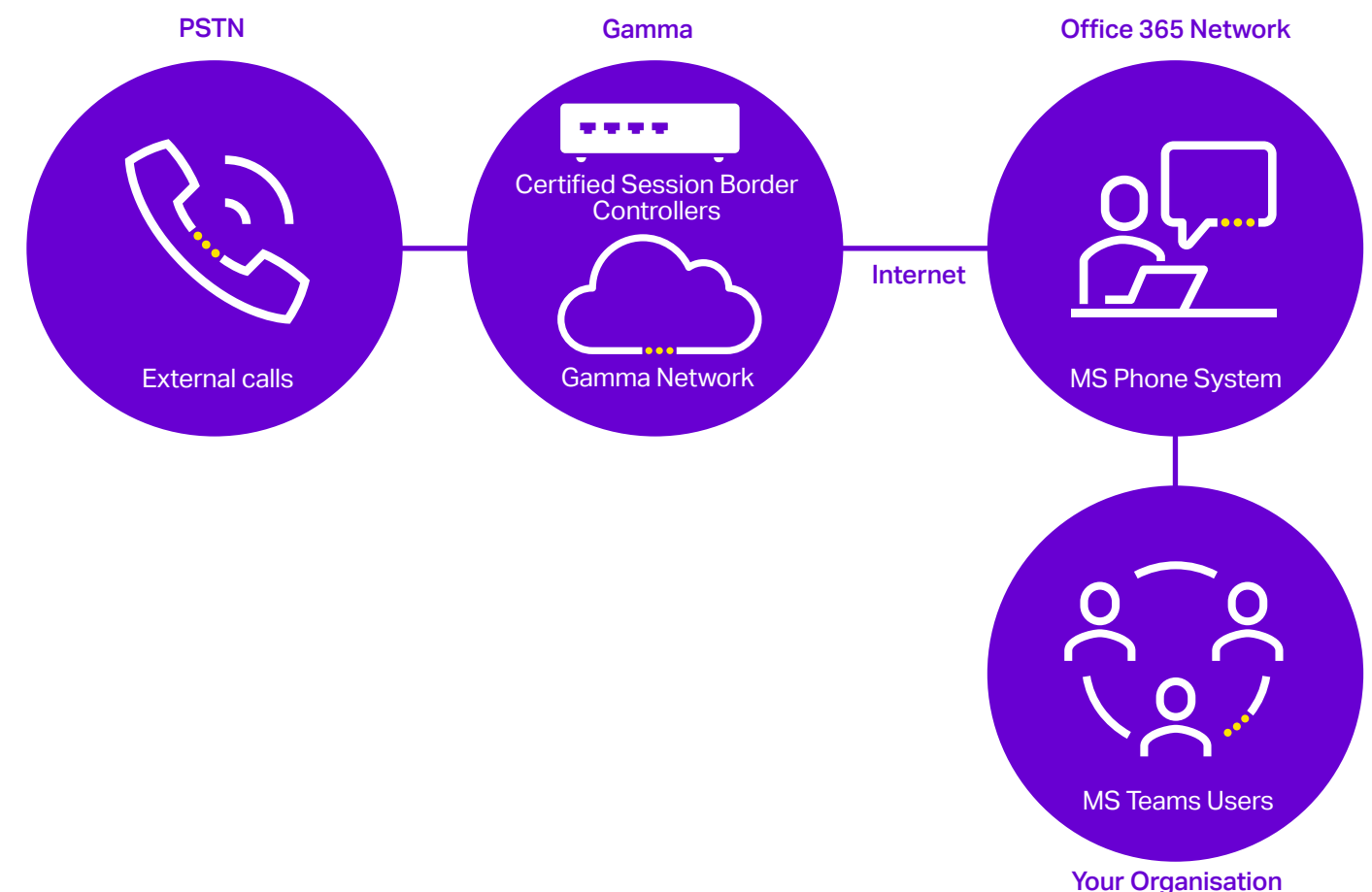
Microsoft Teams - Direct Routing from Gamma utilises Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility, increased functionality and support for migration, all as a cloud-based service.

Teams - Direct Routing provides connectivity to your Microsoft Team's tenant enabling full PSTN breakout on the public telephone network. Connection from Microsoft Teams to our network is via an IP connection (for example Gamma Broadband or Ethernet) and is delivered as an end-to-end service with high availability.

What is required to enable Teams - Direct Routing?

The following components are required:

- Microsoft 365 or Office 365 license including Teams
- Microsoft Phone System add-on
- An internet connection



Microsoft Teams - Direct Routing

Why would you want it?



Cost saving

Significant cost saving per user when compared to Microsoft's calling plans (allows you to maximise existing 365 license cost).



Complete Cloud Solution

Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.



Never miss a call

Tailored business continuity with network and number level resilience to keep your business working.



Agile working

Allows for flexible and remote working and enables a collaborative approach.



Number porting

Keep the same geographical number wherever you are.



Access to advanced call statistics

Online access to comprehensive call statistics enables informed business decisions. Advanced management information relating to call handling efficiencies, productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details statistics.



01, 02, 03 and 08 number termination

01, 02, 03 and 08 termination with no number translation.



Access to Education Community

Using our "Janet Connected" accreditation means that we can provide IP voice services to the education community in a direct manner.

Why Gamma?

Microsoft Teams - Direct Routing combines the pedigree of the UK's leading SIP Trunk provider with the ubiquity of the world's largest business communications platform.

As one of the largest network operators in the UK, with a reputation built on technical expertise and voice service delivery, we have an in-depth experience of SIP implementations, working with organisations of all sizes.

Gamma's voice services can be fully integrated into MS Teams with full PSTN breakout. Gamma has triplicate entry points into Microsoft Azure providing high levels of resilience and availability. We have the interconnects so customers don't have to.

Carrier-level scale and delivery are assured, as is improved voice resilience.

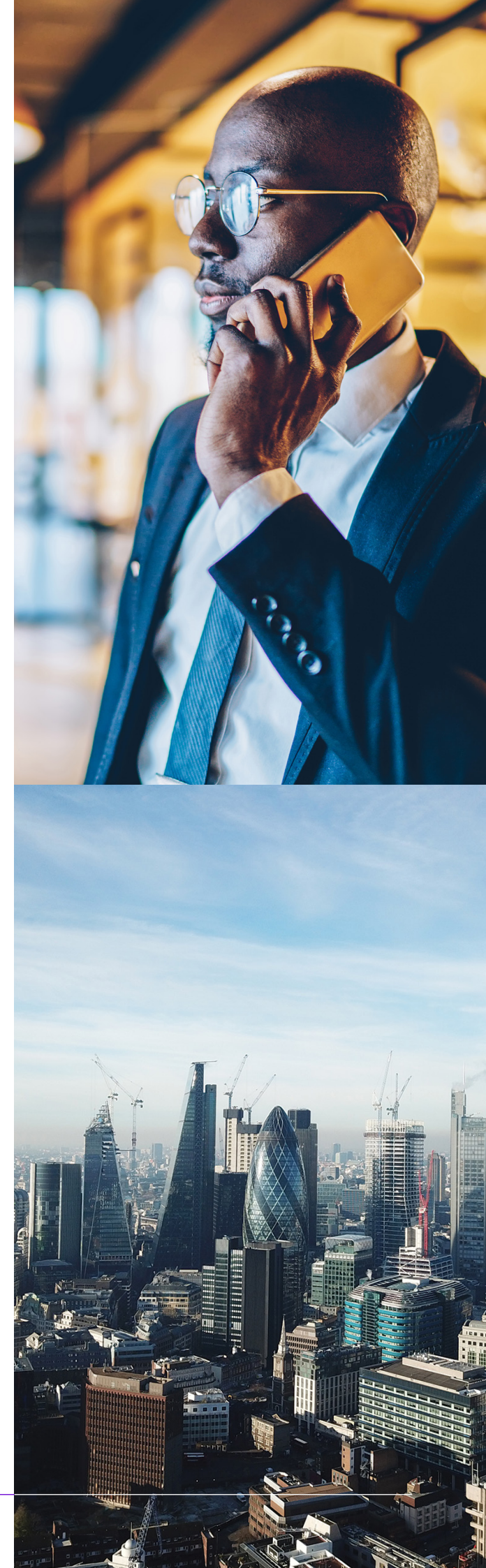
It's easy to transition from your existing PBX - there's no hardware to purchase or support and future enhancements are assured.

We're known throughout the industry as being 'easy to do business with'. We have full management support, from simple provisioning to our UK-based support teams available 24 x 7 x 365. We provide industry leading SLAs and are just as committed to helping you grow your business as we are our own.

What about Skype® for Business?

Many businesses already use Skype® for Business as their Microsoft based telephony platform. However, Skype for Business is being retired in 2021 with Microsoft encouraging its users to make the transition to Teams.

In addition to Skype and functions such as instant messaging, screen sharing and web conferencing, MS Teams adds centralised chat / collaboration, persistent chat and much more.



Build a service that's right for you

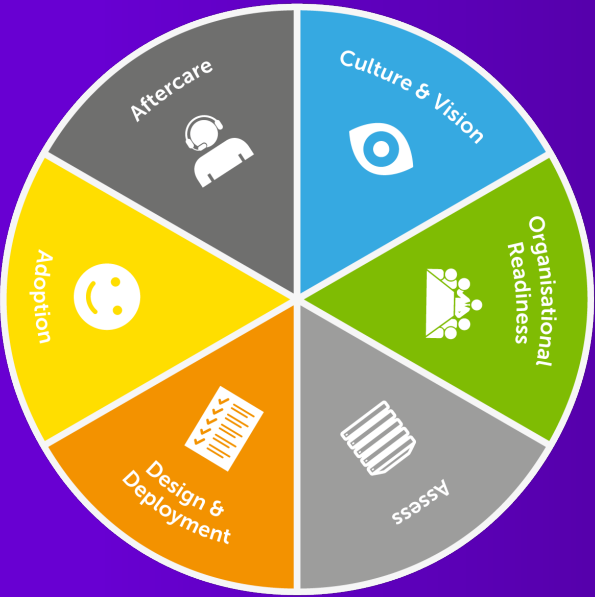
If you have the internal capability to manage migration, great – we can provide the technology and your teams can facilitate the rest.

However, for those organisations that require additional support to help get the most out of your MS Teams deployment, we can provide a fully-managed service which can include:

- UC workshop
- UC Network assessment
- Teams Governance Design
- Voice Pilot
- Project Managed migration
- Teams Masterclass
- Reporting and Analysis

Adoption Success

We follow the change management (Prosci) methodology. We have high-touch account management training and an adoption portal.



“It only works if it's used”

We also offer Train the Trainer, IT Admin and Receptionist training programmes, in addition to access to our online training portal for all users.



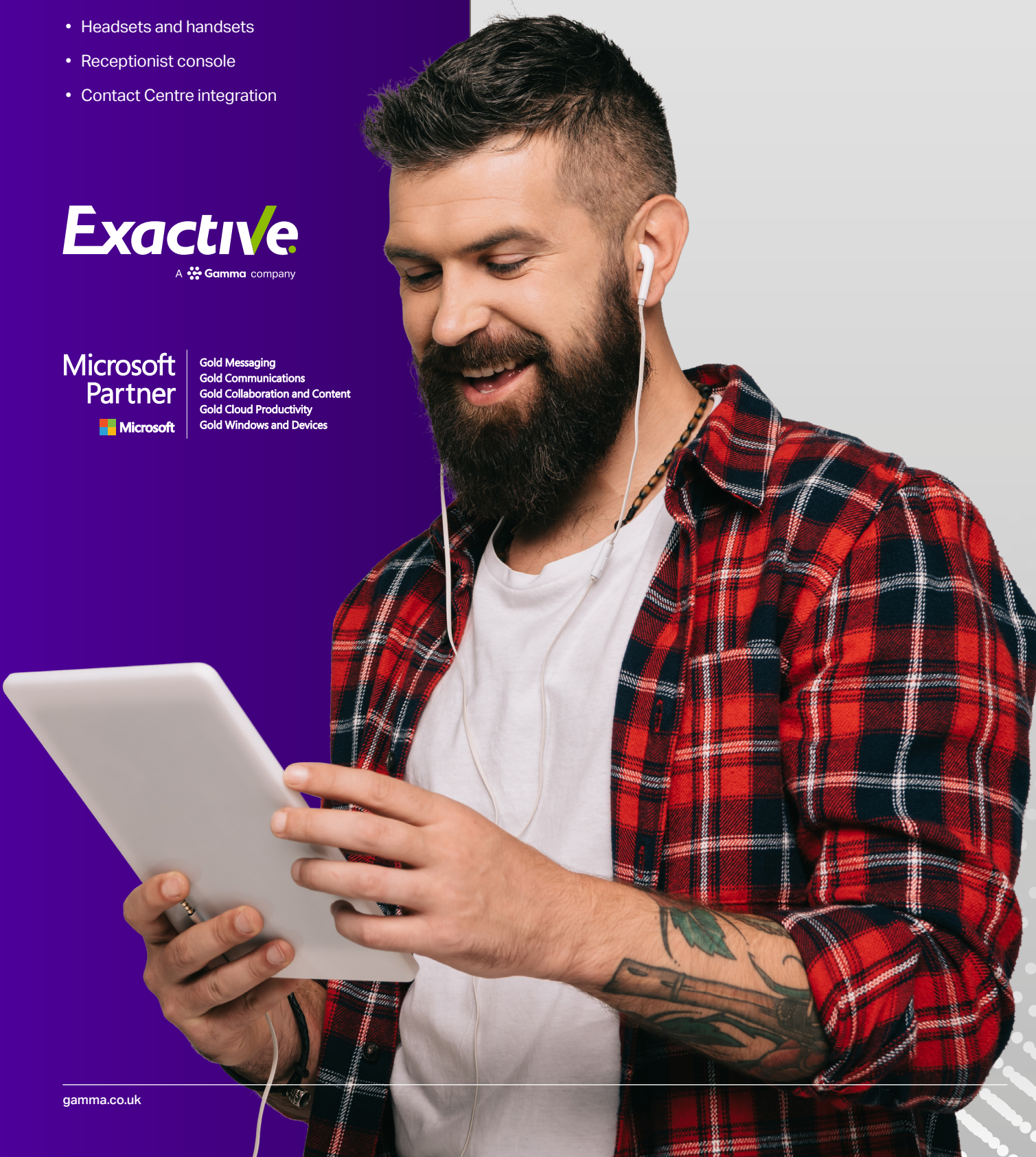
Additional Services

We also offer a range of additional services. Please contact us if you require:

- Session Border Controllers
- Headsets and handsets
- Receptionist console
- Contact Centre integration

Exactive
A Gamma company

Microsoft Partner
Gold Messaging
Gold Communications
Gold Collaboration and Content
Gold Cloud Productivity
Gold Windows and Devices





Working smarter, together.

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We're a certified Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.