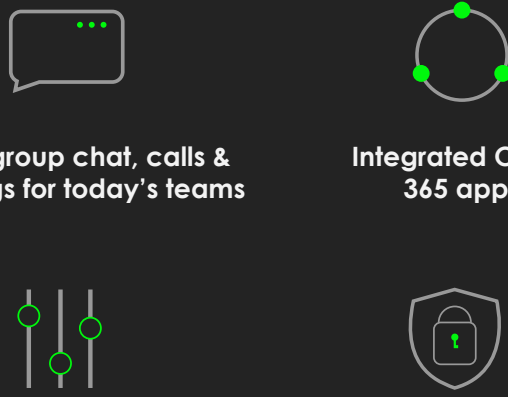calltower

Microsoft Teams

CALLTOWER'S COMMERCIAL MICROSOFT TEAMS SOLUTIONS

Buyer's Guide
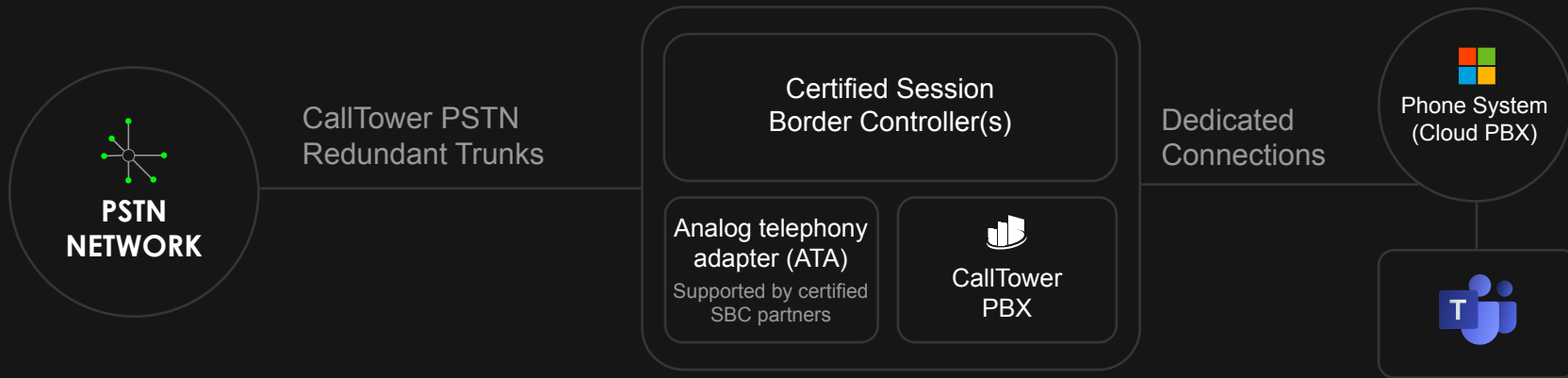
What is Microsoft Teams?

First, let's discuss Microsoft Teams. Teams provides a hub for teamwork within the Office 365 suite. Modern teams of varying sizes and functions can chat, group chat, call and meet within the platform, complete with access to integrated **Office 365 apps like Word, Excel, PowerPoint** and the rest. It's customizable, extensible to outside groups and complies with **enterprise-level security and manageability.**

CallTower offers two routes to voice enabling Commercial Microsoft Teams: Direct Routing and Operator Connect. Instead of moving off Microsoft Teams to make a phone call on a separate solution, users can call directly from the Teams application – saving their time and your ROI as well.
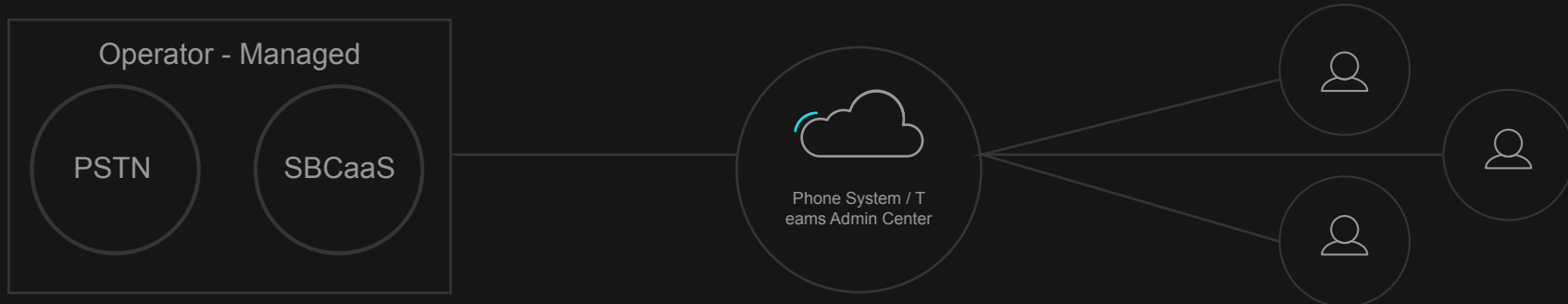
Chat, group chat, calls & meetings for today's teams

Integrated Office 365 apps

Customizable & extensible

Enterprise security, compliance & manageability

MS Teams Direct Routing

PSTN NETWORK

CallTower PSTN Redundant Trunks

Certified Session Border Controller(s)

Analog telephony adapter (ATA)
Supported by certified SBC partners

CallTower PBX

Dedicated Connections

Phone System (Cloud PBX)

MS Teams Operator Connect

Operator - Managed

PSTN

SBCaaS

Phone System / Teams Admin Center

Are CallTower's Microsoft Teams Solutions the best choice for my organization?

CallTower was the first solution provider to deliver a Native Office 365 Microsoft Teams experience with global calling plans empowered by a 24/7/365 client services team. This solution ensures a personalized implementation, adoption, training and support strategy. As a Microsoft Gold Partner, CallTower's monitoring and management services provide the highest quality user experience. The Microsoft Phone System powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Teams Direct Routing, Operator Connect for MS Teams and GCC High Teams.

CallTower delivers key missing Microsoft Teams UCaaS feature gaps and functionality that are not available through other providers.

CallTower Advantage

Porting between customer's PBX to Teams by CallTower	Network and platforms completely optimized for voice	Local calling // 100+ Countries
Re-Route phone calls to other devices when Microsoft has an outage	Managed Direct Routing service through geo-redundant hosted SBC's	Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner
Emergency Services in 30+ Countries	SMS/MMS Text and CRM Integration	Live Training and 24/7/365 Support
Direct Connectivity to Microsoft	No Equipment Needed	Analog Device Support - faxes, paging, door buzzers, security gates, credit card machines

CallTower offers **free consultations for organizations** interested in making the transition to Microsoft Teams. Our experts know exactly which organizational conditions are best for Microsoft Teams and are **committed to finding the best unified communication solution for you.**

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What options do I have in selecting a Microsoft Teams solution provider?

There are **four options** when it comes to selecting a Microsoft Teams solutions provider.

1 **First**, **organizations can get their telephony licensing directly from Microsoft.** This may sound like the simplest option; it comes with several major catches. The price may be more than many companies are willing to pay and there are limitations within the Microsoft Teams client itself.
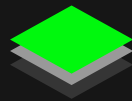
| Features | Support | Add-on Platforms | Porting | Emergency Services |

> Implementation and support choices are limited in Microsoft's telephony option with the added wrinkle that Microsoft requires the customer to self-manage their system.

2 **The second option is using a Microsoft Teams solutions partner with third party PBX system,** which involves an additional layer of risk. Additional licensing and 3rd party voicemail are required, which means more costs and IT headaches – plus Auto-Attendant and Call Queue will still not be available in your Teams system. A system with a third party PBX does allow for the use of most VoIP phones, not just Yealink or Poly – which is an effective way of spotting a Direct Routing party with this setup.

DESIGN 1 — Microsoft
Teams from Microsoft Direct
- Do it yourself
- No training
- Little support
- DIY network
- Self porting
- No device support

DESIGN 2 — calltower
Native Direct Routing Partners
- Porting included
- Implementations
- Training
- Uses the full Microsoft PBX
- 24/7/365 support
- Multiple automated failover telephony options

DESIGN 3
Direct Routing Partners w/ 3rd Party PBX
- Not supported by Microsoft
- Uses 3-party core platforms (Cisco, Broadsoft) Compliance required by all platforms
- Additional layer of risk
- Added license cost required
- Auto Attendant/Call Queue/VM not on Teams

DESIGN 4
3rd Party Integrations w/ Teams
- All risk and cost in Design 3 plus
- Requires 3rd party application with more complex end-user functionality
- Greater risk of failure and need for support
- Lack of Office 365 expertise-Not a CSP
- Limited native Teams features and functionality
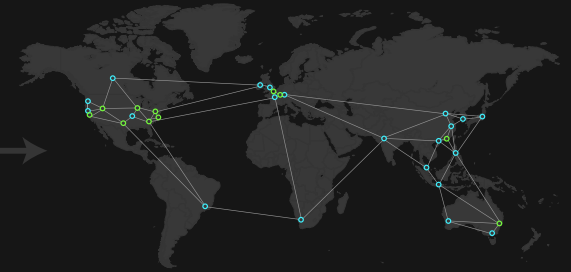- No dialing from Outlook
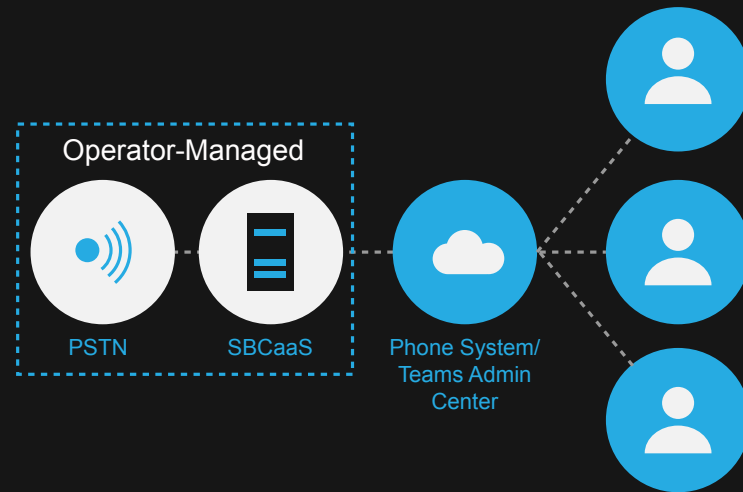
CALLTOWER vs 3rd PARTY PBX INTEGRATIONS

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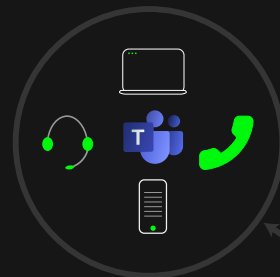
NATIVE CALLTOWER TEAMS DIRECT ROUTING
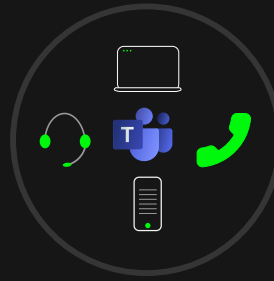
Dedicated connections

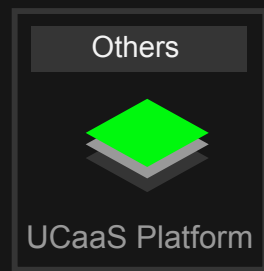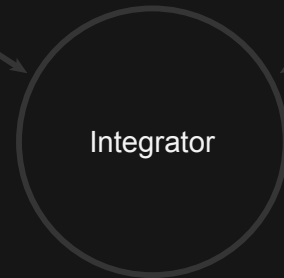**CALLTOWER TEAMS OPERATOR CONNECT NETWORK**

Operator-Managed

PSTN

SBCaaS

Phone System/ Teams Admin Center

NON-NATIVE, INTEGRATORS, 3rd PARTY, TEAMS DIRECT ROUTING

Additional Layer of Risk Integration

Others

UCaaS Platform

Integrator

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3 The third option is third party integration for Microsoft Teams – this arrangement would require a different, third party application for with a more complex end-user functionality. Obviously, this system incurs a great risk of failure and the necessity of an IT support system. Many other functions and applications of this system would also be third party, with varying degrees of successful integration.

Using a direct routing partner, like CallTower, for your telephony needs. The value added by bringing on a direct routing partner to your Microsoft Teams phone system pays off immensely.

Customer Center Integration

Fax
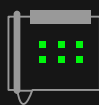
Paging

Recording

4 Finally, the fourth option is to work with a native Direct Routing or Operator Connect partner like CallTower. CallTower's pricing is much lower than Microsoft and flexible pricing plans are available. Dedicated and effective implementation teams and porting experts can get your system up and running in much less time with a fraction of the hassle. You'll enjoy the peace of mind delivered by a 24/7/365 Tier 1 Support Team. CallTower's Network is also optimized explicitly for voice traffic, complete with PSTN redundancy to ensure reliable service. Plus, you can enable critical features like contact center integration, fax, paging, recording, and many more conferencing and productivity tools to deliver a full UCaaS offering.

WHY CALLTOWER'S VOICE VERSUS MICROSOFT?

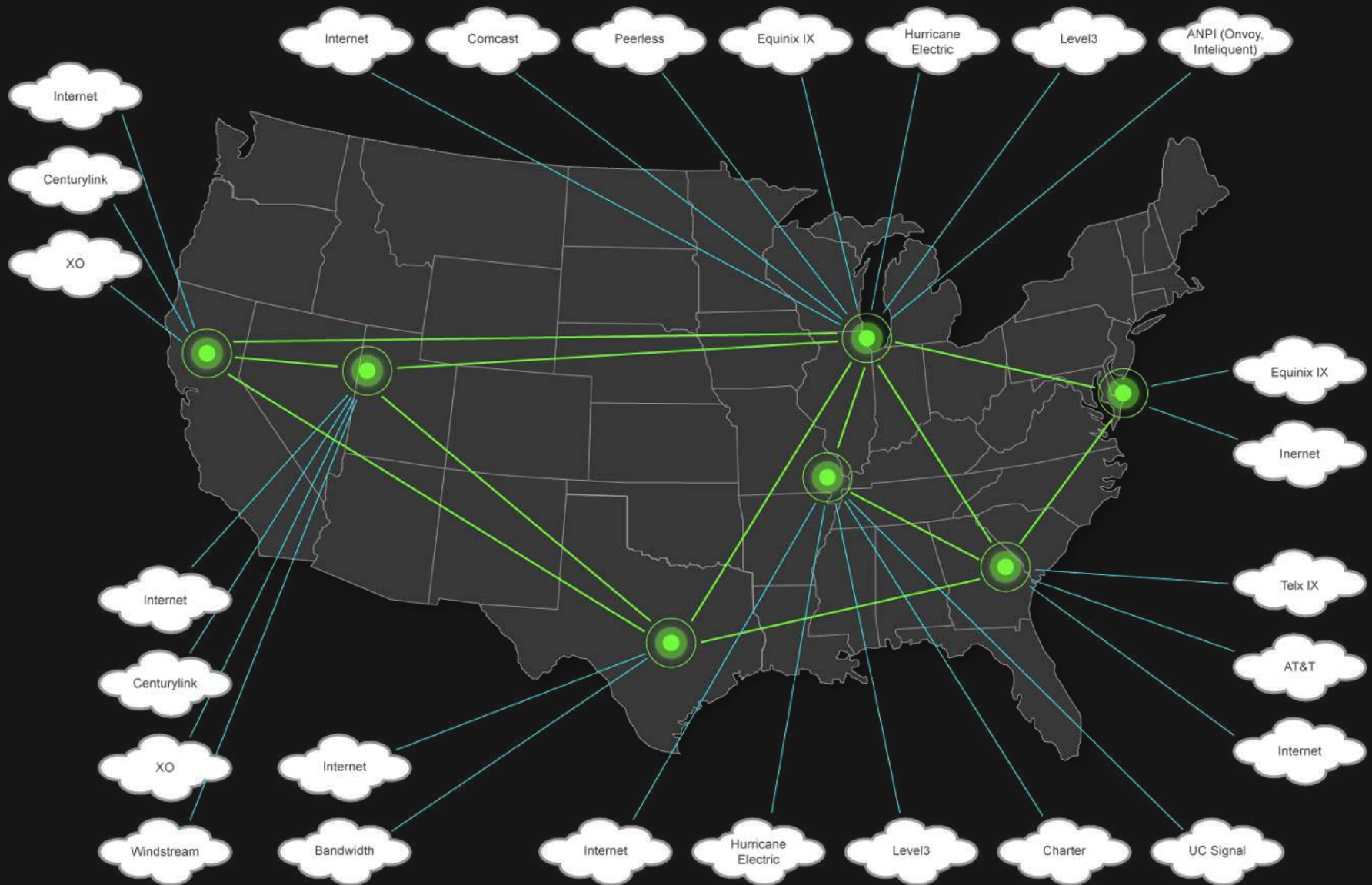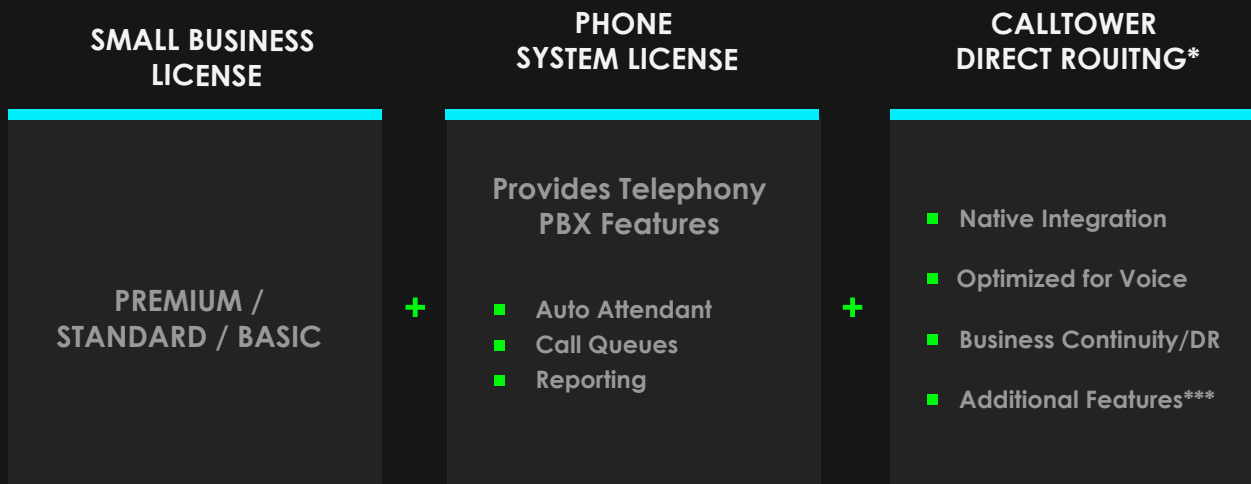|	
Network is completly optimized for Voice	Enterprise security and comliance
Re - route phone numbers when Microsoft has outage	Emergency services in 36 international countries
24/7/365 Tier 1/Tier 2 support	Direct routing as managed service
Commercial and GCC High Direct Routing and Operator Connect	All your communications in one place

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There are other Direct Routing partners available, but **CallTower was the very first to deploy telephony with Teams** and the first to leverage their other platforms in order to provide a complete unified communication offering.

OFFICE 365 OPTIONS ENTERPRISE LICENSES:

ENTERPRISE LICENSE

E1, E3, E5**

\+

PHONE SYSTEM LICENSE

Provides Telephony PBX Features

- Auto Attendant
- Call Queues
- Reporting

\+

AUDIO CONFERENCING

- Optional License by Individual
- Online Meetings for up to 300 Participants
- Ad-hoc Conferencing

\+

CALLTOWER DIRECT ROUTING*

- Native Integration
- Optimized for Voice
- Business Continuity/DR
- Additional Features***

MICROSOFT 365 SMALL BUSINESS LICENSES: (300 USERS OR LESS)

SMALL BUSINESS LICENSE

PREMIUM / STANDARD / BASIC

\+

PHONE SYSTEM LICENSE

Provides Telephony PBX Features

- Auto Attendant
- Call Queues
- Reporting

\+

CALLTOWER DIRECT ROUITNG*

- Native Integration
- Optimized for Voice
- Business Continuity/DR
- Additional Features***

*Also available for GCC High customers

**E5 already includes the Phone System and Audio Conferencing licenses

***Features include SMS Text, Contact Center, CRM, and more

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INTERESTED IN LEARNING MORE ABOUT CALLTOWER'S MICROSOFT TEAMS SOLUTIONS?

SCHEDULE A CONSULTATION TODAY!