

Global cloud calling for MS TEAMS

Make global deployment of direct routing seamless -
Maximise your MS Teams investment



MEETING THE HYBRID CHALLENGE

Hybrid: the working model that's here to stay

Among the many new words that have entered the business world's vocabulary since the pandemic began in early 2020, 'hybrid working' looks like it's here to stay. [Gartner's survey on the digital worker experience](#) amongst 10,000 US, European and APAC respondents shows the hybrid working model of 'part home, part office' will apply to some 45 percent of the global knowledge workforce by 2022. At the same time, some 25 percent will choose home as their primary workplace.

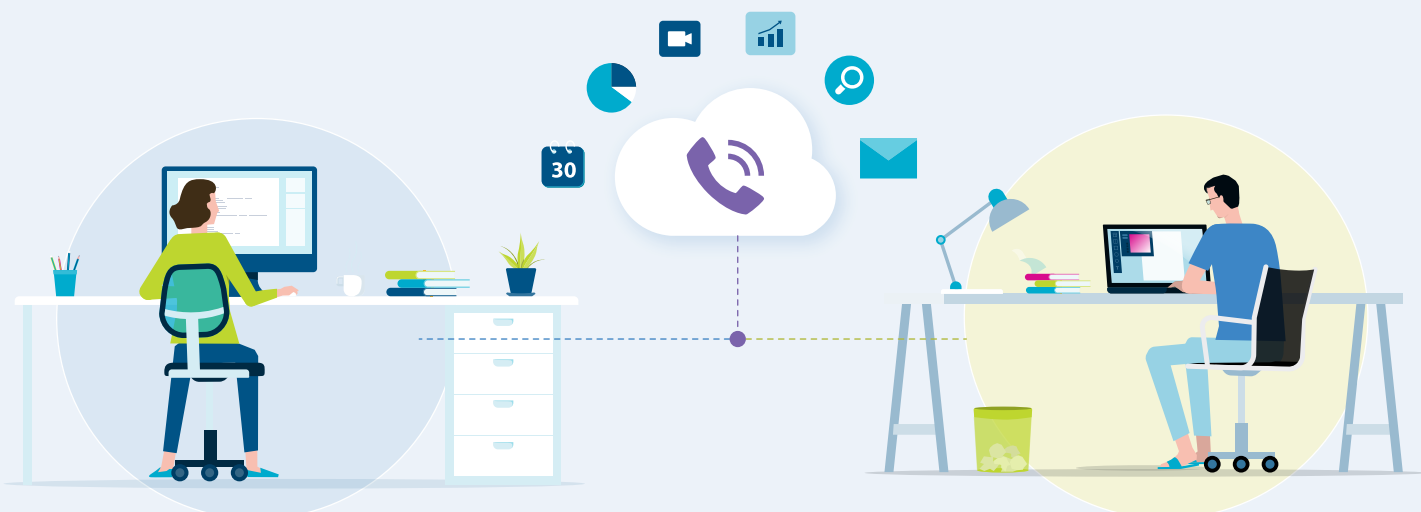
It's this shift towards flexibility that 43 percent of workers attributed to helping them achieve greater productivity, with some 30 percent citing more work done thanks to less time wasted commuting. Nevertheless, 26 percent also reported that connectivity issues and technology changes had led to decreased productivity – highlighting the opportunity for enterprises to further strengthen UCC capabilities.

Adding voice to MS Teams takes collaboration to the next level

So while the move to hybrid may point to sound business sense for many businesses, it has big implications for the way they implement UCC to drive the seamless collaboration and innovation on which their futures depend.

Many have already discovered the advantages of MS Teams for meeting, talking, chatting, building, creating, using business apps and making decisions together. By adding voice Direct Routing (DR) to the MS Teams mix it opens up even more possibilities for global communication and collaboration. Against the backdrop of Teams' easy customisation and end-to-end security, DR enhancement further frees you up to carry out your business your way, safely and securely.

The New Hybrid Workplace



66%

**OF LEADERS SAY THEIR
COMPANY IS CONSIDERING
REDESIGNING OFFICE SPACE
FOR HYBRID WORK**

Teams phone enhances and complements this way of working. Calls can be integrated seamlessly into the flow of work



73%

**OF EMPLOYEES WANT
FLEXIBLE REMOTE
WORK OPTIONS TO STAY**

The approach to hybrid has a direct impact on talent retention and development. Teams phone creates a simple, seamless, flexible user experience



67%

**OF EMPLOYEES WANT MORE
IN-PERSON WORK OR
COLLABORATION
PAST-PANDEMIC**

Having face-to-face contact with colleagues is important for mental wellbeing, morale and motivation. Teams phone allows this emotional connection



DEPLOYING DR WITH LEGACY

MANAGE THE COMPLEXITIES THROUGH INTER-OPERABILITY

Why effective voice integration is best delivered by a voice specialist

With many enterprises already up and running with MS Teams under an E1, E3 or E5 licence, the temptation is often to turn to an incumbent systems integrator to perform DR integration. The reality, however, is that they often encounter problems by underestimating the complexity that successful integration on a global scale entails – challenges for which a specialist voice partner will be fully prepared through proven processes, having the right tools and experience to implement a voice strategy that integrates successfully with legacy technologies.

A voice specialist like Tata Communications can ensure that migration across multiple countries and territories happens seamlessly over the period of deployment – anything from 3 to 12 months. This includes migrating auto attendants and call queues, as well as feature parities between legacy PBX and Teams DR. Importantly, taking advantage of Tata Communications GSIP connected to Teams via a Session Border Controller offers greater, more cost-effective coverage than Microsoft Calling Plans plus easy integration with third-party software.

Taking on the challenge of legacy tech interoperability

Taking on the challenge of legacy tech interoperability Most large, global organisations will already have UCC solutions in place, including applications for voice and video, and possibly third-party contact centre software. When rolling out MS Teams, your enterprise must ensure that any existing legacy tools you wish to retain are inter-operable with MS Teams.

Similarly, an acquisition or merger can introduce different voice or video platforms into the mix. When deploying MS Teams DR globally, make sure it's inter-operable with any collaboration application already in place – so you get the most value from all your existing investments.



Inter-operability with video

Users worldwide have become extremely familiar with remote video conferencing and expect high quality and dependability every time. Tata Communications have the experience to integrate third-party video capability into Teams video rooms, so whether your employees are using Cisco, Avaya, Poly, Pexip or Ring Central, they experience a seamless service every time.

By deploying an inter-operability bridge between a legacy video platform and MS Teams, we also ensure that organisations continue to use existing devices, including Cisco, Poly or Logitech, protecting existing investment.

Inter-operability with voice

For larger global organisations, fully deploying Cloud Calling in MS Teams can take months of dedicated work and during that time, your employees still need to collaborate using existing voice applications before MS Teams DR is fully deployed.

An experienced UCC provider like Tata Communications can bridge the gap during the crucial migration period, enabling inter-operability between Cisco, Poly, Blue Jeans and Pexip, so that employees who have legacy apps can still work non-stop with others who have MS Teams.



Inter-operability with contact centre solutions

If your enterprise is carrying out global deployment of MS Teams DR and has a business-critical contact centre(s), you'll need to make sure all existing software works seamlessly with MS Teams DR too. Tata is able to integrate the following call centre solutions with MS Teams DR: Amazon Connect, Enghouse, Genesys and Tata Communications' own InstaCC.

This takes a level of skill and expertise that only an experienced voice partner such as Tata Communications can provide.

MS Teams DR and mobile convergence

Employees in enterprises use multiple end devices and mobiles, and a BYOD policy will add to the complexity. This huge mix of end points creates challenges for IT managers when moving to a Cloud Calling solution. As an expert in voice, Tata Communications can help your enterprise make sure that all devices are inter-operable during migration to MS Teams DR and beyond.

Deploying Cloud Calling in Highly Regulated Countries – India and China

A global enterprise needs to ensure compliance at every location in which it operates, and for those with a large number of employees in India or China, specific and particular regulation applies. For example, by law VoIP calls in India must be carried over a private network. Some enterprises do this by spinning up a dedicated gateway, which could add to the cost, but as Tata Communications already has its own private network in place, you can enjoy seamless and secure access in all countries across the world. They also need to comply with local data sovereignty regulation.

For video, enterprises have to acquire an operator's licence and likewise we already have our own licence in place, along with existing, long standing relationships with the relevant authorities, and local suppliers. We help maintain a consistent and compliant service with no disruption to your business.

THE TATA COMMUNICATIONS ADVANTAGE

With you for the journey

At Tata Communications we see the full inter-operability voice and video picture, as well as provide a comprehensive range of UCC services for the best business results and return on investment.

As a Microsoft Gold Partner and member of the Microsoft Operator Connect programme, we're highly experienced and fully equipped to handle any current DR integration challenge as well as help you meet any future needs and developments.

Backed by our global Tier 1 network

We have the capacity to support all your voice and video traffic on a secure, global Tier 1 network, and are ready to expand and grow with you into the future. These are key capabilities that have seen Tata Communications named Leader in the Gartner Magic Quadrant for Network Services, Global - for the 8th consecutive year running.

Gold
Microsoft Partner


We are a **Microsoft Gold Partner**
across four competencies

26% of total internet
routes are managed
by us

#1 international voice carrier, with
coverage of **99.7%** of global
GDP and connectivity to **240**
countries and territories

30% typical savings when
customers choose
our SIP solutions

With **global POPs** on all continents
and **24/7/365** support from **4,000+**
Microsoft experts worldwide,
we proactively monitor **95%** of
customer incidents



**Key
milestones**

**Operator connect for
Microsoft Teams
global launch partner**

**Operator connect
direct routing global
launch partner**

Our modern work solutions: Operator Connect for Microsoft Teams, Direct Routing for Microsoft Teams, Microsoft Teams Global Managed Services, Connections for Teams, GlobalRapid, Interoperability for Voice & Video.

Leading the way for mobile first

Critically, we're experts in mobile integration, delivering the support and services you need to take full advantage of hybrid's shift away from the traditional office phone, consolidating all comms and collaboration into one convenient portable device.

By using DR integration with Teams for mobile you can leverage:



Single number, GPS-tracked simplicity for mobile, work-from-home and office hot desk



Streamlined compliance thanks to recorded inbound and outbound calls – especially relevant in the financial service sector



Auto-routed, cost- and bandwidth-optimised calling over VOIP or PSTN via the MS Teams app using the native dialler keypad



Future-looking features including easy switching of private and business personas on one device using an eSim, ultra-fast tethering for laptops and other devices, plus enhanced collaboration and customer support options

Adding DR to MS Teams with Tata Communications is a solid step not only towards effective global collaboration when it's never mattered so much – but also to maximising your return on collaboration investment. Alongside greater efficiency, we also offer extended voice reach to more countries – two advantages that few competitors can match.

DELIVERING MORE THROUGH MANAGED SERVICES

We work flexibly, giving access to specialist skills or a fully managed service

Whether your need is simply for set up and support, access to resources or a fully managed, end-to-end solution, Tata Communications can work flexibly with you to fit in with your workflow, processes and priorities.

Putting smart automation to work

Tata Communications' Managed Services takes care of your successful DR deployment with MS Teams end to end – making the most of cross-country communications thanks to our global infrastructure. This includes 24/7/365 managed support (voice only), tenant and user enablement, intelligent collaboration monitoring (ICM), and automated PBX assessments and migrations. Flexible APIs make for seamless integration of your IT Service Management Platform (ITSM) with ours.

Key to our deployment approach are the right tools. These deliver the smart automation that enables you to deploy users faster and offers holistic management including 360° visibility of users, performance, available bandwidth and more.

In particular, our Global Rapide resource features a Tata-managed enterprise control panel to take care of all aspects of Teams DR enablement, including Global SIP trunk configuration. It offers the assurance of knowing your UCC performance is at the level you need right across your business, from voice, video and Teams tenant through to meeting rooms, NTRs and end-point devices. Monitoring of all hardware and software is included.

Helping take on the challenge of change

As well as covering the entire Teams environment, Managed Services can also handle and communicate the change management process for organisations making the move to a new application – a shift that can sometimes be met with resistance.

SaaS-based individual learning tools are on hand to help guide users on how to make the most of Teams DR functionality. If a DR project involves reimagining your network, we can add Tata Communications GSIP Connect as your UCC bedrock – advanced multimodal connectivity that links your UCC to the world simply and economically.

Transform your enterprise through Direct Routing for Microsoft Teams and Tata Communications' modular portfolio of UCC services:

Maximise audio, video and video endpoint capabilities enterprise-wide

Join meetings from any device with a single tap or click

Dial out from a meeting to any phone number

Host audio meetings with up to 200 users

Access 24/7/365 global helpdesk support across your end-to-end Microsoft Teams solution

To find out more about how Tata Communications can simplify DR deployment with MS Teams and make the most of your UCC investment, [visit our UCC website.](#)

