

TATA COMMUNICATIONS GLOBALRAPIDE MICROSOFT TEAMS DIRECT ROUTING REVOLUTIONIZES GLOBAL COLLABORATION FOR ZEBRA TECHNOLOGIES

Customer Overview

Headquartered in Illinois, USA, Zebra Technologies is an innovator at the edge of enterprise with solutions and partners that enable businesses to gain a performance edge. Zebra's products, software, services, analytics, and solutions are used to intelligently connect people, assets, and data to help their customers in a number of industries make business critical decisions.



TATA COMMUNICATIONS GlobalRapid

- Tata Communications - Microsoft Teams Direct Routing and Global SIP Connect



- **Seamless Collaboration:** Enabling smooth collaboration among 10,500 employees across 55 countries posed a hurdle.
- **Telephony Integration:** Despite Microsoft Teams deployment, employees could not make/receive calls within Teams, prompting a need for Teams Direct Routing.
- **Simplifying Infrastructure:** Zebra wanted to streamline communication without adding complex Session Border Controller (SBC) infrastructure.
- **Cost-Effective Transition:** As Microsoft calling plans neared renewal, Zebra sought budget-friendly solutions while retaining functionality.



- **Pioneering Partnership:** Tata Communications, global launch partner for Microsoft Teams Direct Routing, offers the expertise sought by the client.
- **Global PSTN Country Coverage:** Empower Microsoft Teams users across 31 countries with Cloud SBC-enabled enterprise cloud voice, replacing PSTN seamlessly.
- **Highly Available & Scalable Architecture:** Dual redundant SBC pairs within each region (APAC, EMEA, Americas, India).
- **SIP Services Excellence:** Able to provide numbers for Domestic Voice, ITFS, NTF/DTF and LNS globally. Access to cost-effective freephone numbers in 110+ countries through our extensive carrier network of over 1600 carriers.
- **Tailored Tariffs:** Benefit from destination-based call tariffs, ensuring optimal cost management and exceptional connectivity.



- **Migration Ease:** Zebra relied on Tata Communications' GlobalRapid cloud voice Global SIP Connect for seamless migration, reducing stress.
- **Enhanced Collaboration:** Tata Communications improved user collaboration experience for Zebra through streamlined processes.
- **Integration Simplified:** Zebra eased complex voice systems integration with Microsoft Teams.
- **Global Phone System Advancement:** Zebra gained complete Microsoft Teams and Office 365 phone capabilities globally.
- **Cost-Efficiency:** Zebra achieved 25% savings with Tata Communications' Global SIP Connect vs. conventional PRIs.
- **Strategic Savings:** Zebra cut costs by shifting from Microsoft calling plans to competitive Tata Communications pricing.

~25% Cost Savings



Improved Employee Collaboration



Enhanced global voice capabilities

Deal Details:

Deployment: The deployment followed a phased approach, beginning with the US, UK, Canada, and Western Europe, culminating in the expansion to the APAC region.