

OPERATOR CONNECT BY NASSTAR G CLOUD15

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Contents

1	About Nasstar	3
2	Service Definition	4
2.1	Product Overview	4
2.1.1	Customer Goals	5
3	IPILOT	6

1 About Nasstar



In today's digitally driven world, you're under constant pressure to do more. Better and faster. Companies need to operate and compete at an unprecedented speed and scale to meet ever-increasing citizen demand and stay ahead of the curve. And that's where we can help.

Nasstar specialises in transformative technology. Technology that provides your staff and citizens with an enhanced user experience. Technology that enables your teams to work efficiently and securely from anywhere. Technology that maintains your systems around the clock, with any anomalies flagged and remediated before you are even aware they existed. Technology that transforms contact centres and breeds a culture of self-serve. Technology that offers tangible returns and intelligent insight, whatever your location.

With an integrated suite of services spanning multi-cloud solutions, innovative communication tools, cyber security and high-performance networking, we meet customers on their path to change and create enterprise-grade, industry-specific solutions that transform business operations and keep you compliant at every step.

Public Sector Focussed

Under the legal name GCI Network Solutions Ltd, the Nasstar Group structure can be seen [here](#)

We modernised the UK's leading rail company's applications and infrastructure and reduced their costs by 25%. We assisted a large public sector authority to accelerate its transformation of our highways with a secure SD-WAN deployment. We can help you too.

With over 25 years' extensive sector experience, and a trusted HSCN (NHS Digital) and Crown Commercial Services approved partner, we have an established reputation assisting public sector organisations achieve their digital potential.

Our public sector team are highly experienced and understand the challenges you're facing. We work with organisations like yours, to address these challenges head-on. We re-imagine your working practices and environments to achieve scale, flexibility, efficiency, and security – all at the velocity the public demands.

With large central government customers including HMRC and several NHS Trusts, including Berkshire, Midlands and Cumbria, Northumberland, Tyne & Wear Foundation Trust, we've built a reputation for delivering services that enable critical care where it is most needed. We possess significant tenure with our public sector clients, having worked with some for over 12 years.

Nasstar is also a leading Microsoft Gold Partner, AWS Premier Partner, Fortinet Platinum Partner and Cisco Gold provider giving us access to some of the greatest technology solutions from established industry leaders.

2 Service Definition

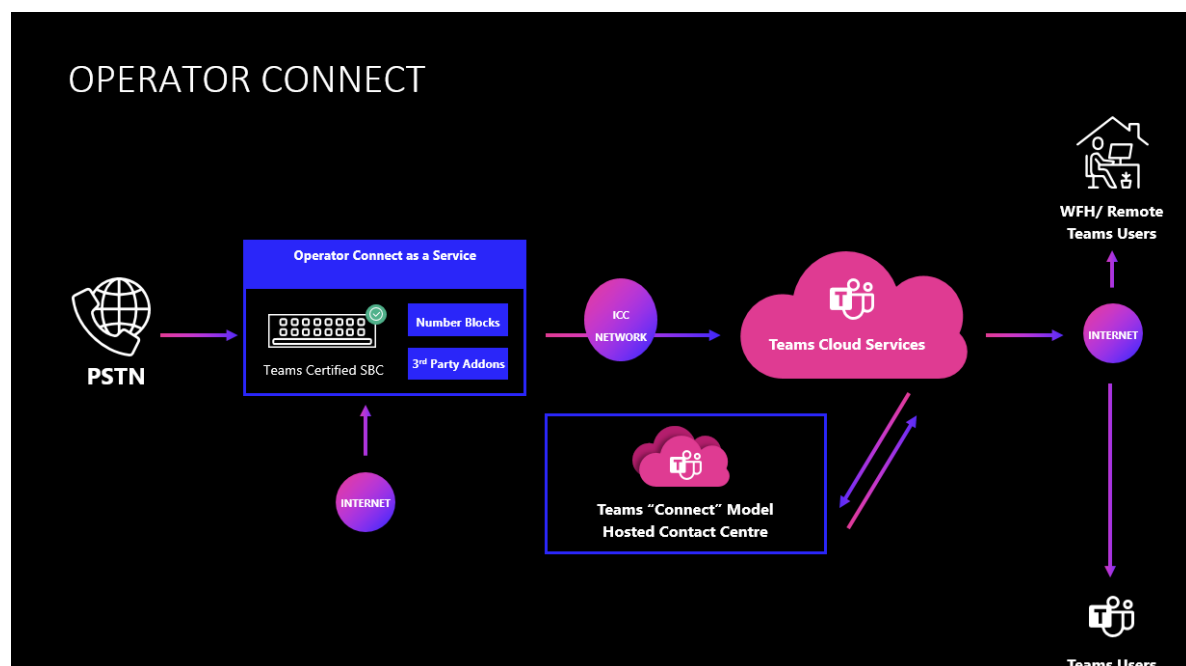


2.1 Product Overview

Operator Connect helps customers modernise their telephony infrastructure. The service uses Microsoft Teams to facilitate all inbound and outbound calls previously conducted through traditional landlines.

Operator Connect allows users can make and receive external calls from within Teams and enables you manage all your numbers and users directly inside of the Microsoft Teams Admin Centre. You can request a relationship directly from the Teams Admin Centre, which allows you to see and assign numbers provided to you by Nasstar.

You can order and push numbers through the iPilot portal into the Teams Admin Centre for seamless management of service.



Operator Connect from Nasstar is a fully managed, carrier-class, high-performance solution that connects your Teams and Microsoft 365 deployment to the Public Switched Telephone Network (PSTN).

Companies can enable calling features for Teams users without wasting any existing investment in telephone infrastructure. Our service delivers a fully managed cloud telephony solution, complete with a seamless migration - an essential aspect of any technology or remote working implementation project.

Nasstar's Operator Connect as a Service will future-proof your existing telephony infrastructure, allowing you to prepare for the PSTN switch-off.

2.2 Operator connect Benefits and Goals

OPERATOR CONNECT AS A SERVICE BENEFITS



Third-Party Hosted SBCs
Secure and resilient voice communications with no upfront hardware costs.



Disaster recovery
We can ensure that you still receive inbound calls if Microsoft Teams goes down.



Local PSTN survivability
Operator Connect allows you to future-proof your existing infrastructure, preparing you for the PSTN switch-off.



Phased migration
Phase your migration by department, office or DDI range to minimise disruption.



Highly customisable
You'll be able to custom-build your network with robust features while taking advantage of your existing setup.



Leverage existing infrastructure
Enable calling features for Microsoft Teams users without sacrificing your existing telephony infrastructure investment.



Managed infrastructure
We'll take care of the day-to-day maintenance so that you can focus on the important stuff.

CUSTOMER GOALS

01 Choose to **modernise** existing telephony infrastructure with Operator Connect.

02 **Reduce costs** with bundles or request tailored solutions that meet your coverage needs.

03 **Thrive** in a hybrid work environment by deploying the right communication tools to your team members regardless of their location.

04 Leverage Nasstar's **support and guidance**. When it's set up, Operator Connect is easily managed via the iPILOT Portal.

05 Use Microsoft Teams for **more than internal calls**; Operator Connect allows you to also make and receive external calls.

Nasstar

3 Ipiilot



COMMUNICATIONS PROVISIONING IN MINUTES



Unified

ipilot™ offers a single pane of glass view and control of your entire global communications infrastructure. For Direct Routing and Operator connect integration with contact centres



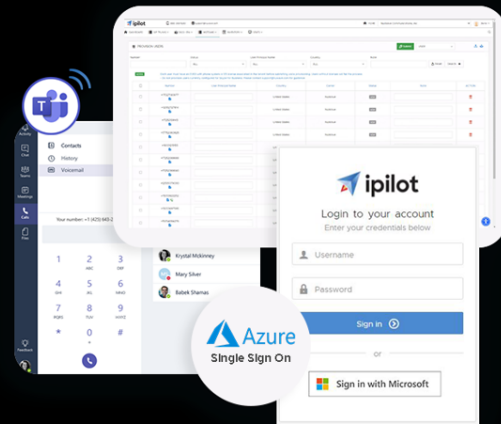
Simplified

ipilot™ simplifies the onboarding & tenant provisioning process into a single workflow that can be managed by non-technical personnel.



Fast

ipilot™ reduces the time to market for Direct Routing customers to minutes, not months.



NASSAR



1 Nasstar supporting services for Operator Connect

- \\ Number Porting
- \\ Disaster Recovery - Network based call diversion in the event of Teams failure
- \\ Emergency database entries (regulatory requirement)
- \\ IN services for MS Teams users
- \\ PCI services – in the roadmap
- \\ Microsoft Teams deployment / Management services

NASSTAR DR DATA CAPTURE FORM

The data capture form (CRF) captures the following Tenant information for onboarding

- \\ Customer contact details
- \\ Account Details for iPilot access
- \\ MS Teams service account for iPilot
- \\ Numbering requirements i.e. new Nasstar numbers, Ported
- \\ DDI to MS Teams mapping
- \\ Emergency database information



BENEFITS:

- ✓ No Power-Shell Knowledge Required
- ✓ Enhanced Productivity
- ✓ Scalability
Provision DR/OC from a few users to thousands in minutes
- ✓ Unified Platform
Consolidation of Multiple Vendors via single platform
- ✓ Faster Time To Market
- ✓ Pay As You Use – Pure Opex Offering
- ✓ Reduced costs and improved agility
- ✓ Error Free Deployment
- ✓ Full control of MACD
Easily Add Trunks, Select phone Numbers, Provision users & more
- ✓ Automated Voice Policy Configuration
- ✓ Automated DIRECT ROUTING Configuration
- ✓ Fully Secure Solution
Role based Access, Audit Trail, AD SYNC MFA enabled
- ✓

W/O IPILOT BASED SOLUTION:

- ✗ Need Power-Shell Expert
- ✗ Chance of Human Error
- ✗ Longer Implementation Cycle
- ✗ Requires CAPEX investment
- ✗ Manual Process
Dependent on Microsoft expert
- ✗ Higher Cost as compared to iPilot Solution
- ✗ Complex solution implementation
scattered system and roll out process
- ✗ Need manual intervention for Business Continuity
- ✗ Unclear costs & lack of control

NASSTAR



