

Managed Microsoft Teams and Teams Voice Services

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's Microsoft Teams Managed Services enable organisations to deliver reliable, high-quality collaboration and communication experiences across their workforce. As Microsoft Teams continues to evolve into the central hub for meetings, messaging, calling and teamwork, businesses face increasing complexity in managing the platform, ensuring performance, and supporting users across diverse locations and devices.

This managed service provides a comprehensive 24x7 operational wrapper for Microsoft Teams, including Teams collaboration, Teams Phone, and associated telephony components where required. Built on industry-leading expertise and underpinned by Nasstar's dedicated cloud assurance and unified communications specialists, the service ensures that Teams remains available, secure, performant and aligned to business needs.

By taking ownership of day-to-day operations, configuration governance, incident resolution and platform optimisation, Nasstar enables IT teams to focus on delivering value to the business rather than spending time tackling recurring administration or complex troubleshooting. With deep experience across Microsoft 365, Teams Voice, Session Border Controllers and third-party integrations, Nasstar provides the assurance customers need to support a highly utilised, business-critical communication platform.

Overlaying this with optional analytics and insights capabilities, Nasstar helps organisations understand usage trends, identify performance issues, improve user experience, and enhance adoption—all backed by expert recommendations. This ensures that Microsoft Teams continues to deliver consistent, high-quality collaboration outcomes and supports the organisation's wider digital workplace strategy.



2 What Does the Service Include?

2.1 Managed Microsoft Teams Overview

Microsoft Teams has become the primary communication and collaboration platform for modern organisations, supporting meetings, chat, calling, document collaboration and integrated workflows. With this level of reliance comes the need for proactive management, robust governance and ongoing optimisation to ensure Teams is available, secure and performing at its best.

Nasstar's Microsoft Teams Managed Services address the challenges organisations face - ranging from complex configuration, telephony integration, licensing management, call quality issues, and the need for expert 2nd/3rd line support - by providing an integrated, 24x7 management capability delivered by Teams specialists.

The service delivers a unified operational wrap covering Teams collaboration, Teams Phone, administration, lifecycle management and escalation support. It can be enhanced with optional capabilities such as Voice Services, Contact Centre support, SBC management, and Teamwork Analytics & Insights for deeper visibility and performance optimisation.

Key service elements include:

- **Core Microsoft Teams Management**
Daily administration, policy and configuration management, lifecycle management, access control, and governance across the core Teams platform.
- **Incident, Request & Change Management**
24/7 incident handling, escalations to Microsoft (where licenced through Nasstar), configuration requests, and full change control through Nasstar's ITSM process.
- **Teams Collaboration & Productivity Support**
Management of Teams, channels, policies, federation settings, conferencing configuration, sharing controls and meeting capabilities.
- **Teams Phone (optional)**
Full lifecycle management of Teams Phone features including number routing, call queues, auto attendants, direct routing, operator connect configurations, and telephony troubleshooting.
- **Session Border Controller Management (optional)**
2nd/3rd-line support, monitoring, incident handling, patching, certificate management and configuration support for Ribbon and AudioCodes SBCs.
- **Contact Centre & Compliance Recording (optional)**
Support for third-party solutions such as Anywhere365, Enghouse, Verba and Dubber, including incident handling, configuration assistance and monitoring (where applicable).
- **Teamwork Analytics, Automation & Insights (optional)**
Detailed usage, governance and call-quality reporting; proactive automations; alerts; KPI analysis; and monthly insight reviews delivered via Power BI and Teams.

Underpinning all service components are structured operational processes including incident, request, change and problem management, as well as runbook creation, security considerations and proactive monitoring depending on the components purchased.

With deep expertise across Microsoft Teams, telephony, analytics and cloud services, Nasstar provides customers with a single, integrated partner capable of managing the full Teams ecosystem at scale.



This ensures improved performance, stronger governance, optimised user experience and enhanced productivity - while freeing internal IT teams from the operational burden of running a complex collaboration platform.

