

G-Cloud 15: Microsoft Teams Telephony

Powering Teams Telephony
with Gamma

Powering Microsoft Teams Telephony with the UK's No.1 SIP Provider

Many businesses utilising Microsoft Teams for internal collaboration can now benefit from the ability to make and receive calls by enabling Teams as a totally cloud-based solution with Enterprise-grade telephony.

Give your Microsoft Teams a voice with confidence. Benefit from a highly reliable, resilient architecture with Microsoft Teams telephony from the UK's No.1 SIP trunking provider along with simple provisioning, enhanced call control features and carrier-grade infrastructure.

All provided at a competitive price, as a complete cloud solution.



Delivering a better experience

Gamma's voice services can be fully integrated into Microsoft Teams with full PSTN breakout. Gamma has triplicate entry points into Microsoft Azure, providing high levels of resilience and availability.

Improved voice resilience and carrier-level scale and delivery are assured. It's a simple transition from your existing Private Branch Exchange (PBX), completely managed by Gamma for your peace of mind. There is no hardware to purchase, and all support and future enhancements are assured.

Simply put, you can rely on the high availability cloud-based architecture from the UK's No.1 SIP Trunk provider combined with the ubiquity of the world's largest business communications platform to drive your business forward.

Key Points

- Existing Gamma customers do not need porting
- Carbon Neutral network
- Over 20 years' experience of cloud-first communications solutions
- Gamma is the UK's number 1 SIP provider
- Already powering 1 in 3 UK business cloud voice services
- 15+ years' experience enabling voice for Microsoft UC
- Flexible solutions to meet business requirements
- Accredited across several Public Sector frameworks



Powering Teams Telephony with Gamma

The benefits for your business

Cost Saving

Significant cost saving per user when compared to Microsoft's calling plans (allows you to maximise existing 365 license cost). With free calls to landlines and mobiles.

Advanced call statistics

Online access to comprehensive call statistics enables informed business decisions. Advanced management information relating to call handling efficiencies, productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details statistics.

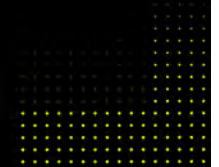
Complete Cloud Solution

Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.

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“With Gamma it always comes back to the people. We can buy from anybody but only Gamma can bring the ethos, the experience, and the broad knowledge of our company.”

Alec Campbell
OCS
Head of IT Procurement



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“For any business considering Teams telephony, I would say go for it. You might think it's an overwhelming change, but it was surprising how well our staff adapted to it and how well they responded”.

Graeme Clark
Believe Housing
IT Service Delivery Manager



Number termination

01, 02, 03 and 08* termination with no number translation.
*Natively terminates on the endpoint but termination charges would still apply for 08 numbers only.

Never miss a call

Tailored business continuity with network and number level resilience to keep your business working.

Access to Education Community

Using our “Janet Connected” accreditation means that we can provide IP voice services to the education community in a direct manner.

Agile working

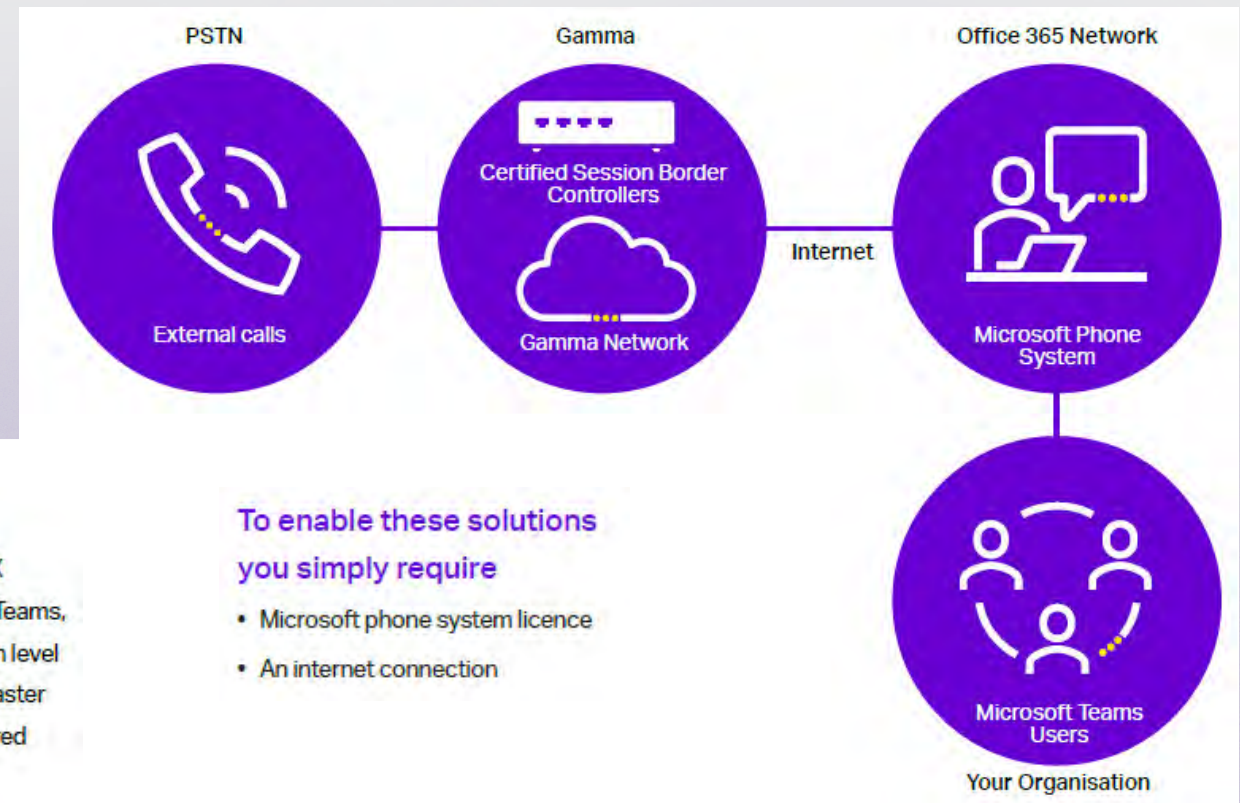
Allows for flexible and remote working and enables a collaborative approach

Give Microsoft Teams a voice

Deliver a better experience

Enable full voice capability natively into Microsoft Teams, as an alternative to Microsoft calling plans and without the need for on-premise hardware. Microsoft certified Session Border Controllers (SBCs) deliver better value, greater flexibility, increased functionality and support for migration, all as a cloud-based service.

Our Teams Telephony solutions provide connectivity to your Microsoft Teams' tenant enabling full PSTN breakout on the public telephone network. Connection from Microsoft Teams to our network is via an IP connection such as Gamma Broadband or Ethernet and is delivered as an end-to-end service with high availability.



Scalable

With global reach, our Microsoft Teams solutions have been designed with scalable capacity, allowing your business to grow without restriction.

Reliable and resilient

Operator Connect and CloudUCX natively integrate with Microsoft Teams, providing 99.9% uptime. This high level of resiliency combined with a disaster recovery instance provides assured reliability.

To enable these solutions you simply require

- Microsoft phone system licence
- An internet connection

Operator Connect

Operator Connect is a Microsoft run program available to an exclusive group of approved operator partners.

Operator Connect has a superior interconnection between Microsoft's network and the operators via Microsoft Azure Peering Services (MAPS), plus a joint support and engineering model working closely together.

Is Operator Connect the right solution for you?

This option delivers enhanced support, availability and voice quality through shared Microsoft and Operator Service Level Agreements while utilising the existing infrastructure.

Deployment complexity with Operator Connect is low and customers can be live in only a short period of time. Our team will guide you through the migration process to a fully-managed support service wrap.



Benefits

Easy Administration

With Operator Connect, phone numbers can be managed within the Teams Admin Centre, controlled by your organisation, providing a much simplified management process, which does not require the need for PowerShell like Direct Routing solutions.

Operator Excellence Program

With a joint support and engineering model between Microsoft and Gamma, Operator Connect gives you comfort knowing the telco and the application vendor are working closely together to resolve issues quickly and easily.

Quality of Service

Operator Connect has superior interconnection via the Microsoft Azure Peering Services (MAPS), enhanced support and voice quality along with shared Service Level Agreements which are part of the Microsoft Operational Excellence Programme.

Microsoft Teams Direct Routing

If you have the internal capability to manage migration, great – we can provide the technology and your teams can facilitate the rest. However, if your organisation requires additional support to help you get the most out of your Teams deployment, we have the answer in our Teams Direct Routing solution.

Why choose Gamma's Teams Direct Routing?

It allows businesses to leverage Microsoft Teams to make and receive external calls without requiring Microsoft Calling Plan licenses or on-premise equipment.

Many organisations are choosing to use Gamma's Teams Direct Routing as their preferred solution for voice and benefiting from cost savings and increased functionality. We will guide you through the migration from start to finish and transition into a fully managed support service.

Benefits

International Availability

Gamma offers our Microsoft Teams Direct Routing internationally.

We provide a fully-managed Direct Routing infrastructure and calling bundles globally, in EMEA, Americas and APAC.

Dedicated Infrastructure

Some customers require dedicated infrastructure, so by using Gamma's solution we can deploy Direct Routing with dedicated infrastructure, providing flexibility that you can't get from a true cloud solution.



You will always have our support

Whichever solution you decide best fits your business needs, you can be sure that you'll be supported before, during and after the implementation by Gamma Professional Services. This includes the design, deployment, migration and training involved in the project.

Gamma knows Microsoft Teams

This table will help you further understand what is available with each solution.

We have the tools available to look deeper into your business needs to truly find the solution that's right for you. Our Teams Diagnostic Tool is a series of functional and commercial questions for customers curated by our Teams specialists at Gamma.

We use the results to start those initial discovery conversations around Microsoft Teams deployment.



Feature	Operator Connect	Teams Direct Routing
Geographic Availability	UK	UK + International
Administration via Teams Admin Centre	✓	✗
Administration via PowerShell	✓	✓
Quality of Service via MAPS	✓	✗
Operator Excellence Program	✓	✗
Integrated CCaaS	✓	✓
Compliant Call Recording	✓	✓
Call Reporting and Analytics	✓	✓
Gamma Professional Services	✓	✓
SIP Trunk Call Manager / Inbound	✓	✓

Contact:

Get in touch with Gamma today to enquire about your G-Cloud 15 service.



We're a certified Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.