

G-Cloud 15

Atos M365 Enterprise Voice Enablement of Microsoft Teams



Atos

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1. What is Atos M365 Enterprise Voice Enablement of Microsoft Teams?

This service enables Enterprise Voice in Microsoft Teams within Office 365. This allows organisations to integrate telephony capabilities seamlessly into their collaboration platform. This involves configuring settings, assigning licences, and connecting Teams to the Public Switched Telephone Network (PSTN) either through Microsoft's Calling Plans or Direct Routing. Users gain features such as making and receiving calls, voicemail, call forwarding, and emergency calling directly within the Teams interface, enhancing communication and productivity.

2. What does it deliver?

Microsoft Office 365 (O365) Enterprise Voice Enablement of Microsoft Teams delivers several key features and capabilities:

- **Voice Calling:** It allows users to make and receive phone calls directly within the Teams interface. This includes both internal calls to colleagues within the organisation and external calls to phone numbers outside the organisation
- **PSTN Connectivity:** Enterprise Voice enables Teams to connect to the PSTN, allowing users to make calls to traditional landline and mobile phone numbers
- **Call Management:** Users gain access to call management features such as call forwarding, call transfer, call hold, voicemail, and call delegation. These features help users manage their incoming and outgoing calls effectively
- **Auto Attendants and Call Queues:** O365 Enterprise Voice allows organisations to set up auto attendants and call queues to manage incoming calls efficiently. Auto attendants can greet callers and provide them with options to reach the appropriate department or person, while call queues hold incoming calls in line until a representative is available to assist
- **Direct Routing:** This feature enables organisations to use their existing telephony infrastructure with Teams, allowing them to connect Teams to their preferred telephony provider or SIP trunking service
- **Integration with Office 365:** Teams integrates seamlessly with other Office 365 applications, allowing users to access features like calendar scheduling, file sharing, and collaboration while on a call
- **Compliance and Security:** Enterprise Voice capabilities within Teams adhere to the security and compliance standards of Office 365, ensuring that sensitive communications are protected and compliant with industry regulations.



3. What technology does it use?

This uses the Microsoft Teams function in the M365 suite of products, including the UK government-accredited Microsoft cloud agreements. Overall, Microsoft Office 365 Enterprise Voice Enablement of Microsoft Teams provides a comprehensive unified communications solution, bringing together voice calling, messaging, collaboration, and productivity tools into a single platform, thereby enhancing communication and productivity within organisations.



4. What terms apply?

To the fullest extent permitted under G-Cloud 15 Framework Agreement and the Call-Off Contract, Atos will provide the Services in accordance with the Atos Supplier Terms (which will include, but may not be limited to , the Supplier Acceptable Use Policy, Supplier Data Processing Agreement, Supplier Specific Shared Responsibility Model, Supplier SLAs and Supplier Licence Terms and any applicable Third-Party Terms outlined in this Service Description document and the Order Form) and this Service Description document.

For clarity:

- Atos Supplier Terms may be modified in accordance with the provisions of the Call-Off Contract, and remain effective except where expressly overridden.
- Hyperlinks included in the Atos Supplier Terms and Service Description document remain effective where they point to Atos' or the relevant Third-Party Terms or documents. Should a hyperlink cease to function, Atos will work with the client to update it through the agreed procedure.



5. Termination

Termination shall be in accordance with:

- The G-Cloud 15 Framework terms and conditions
- Any terms agreed within the Order Form of the relevant Call-Off Contract
- For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to the continued provision of services for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud 15 Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms and indicated in the Order Form) related thereto.



6. How do I order?

Please contact our team at: gcloud@atos.net

- We will prepare a quotation for your review, including any applicable volume discounts.
- Once the quotation is agreed, we will issue the necessary documentation (as required by the G-Cloud Framework) and request a purchase order from you.
- Upon receipt of your purchase order, we will configure the services in line with the agreed requirements. Where applicable, you will also receive access to our self-service portal to begin provisioning services.
- If you are a new customer, you may need to complete additional 'new supplier' forms.
- Invoices will be issued to you and to Crown Commercial Service (CCS), quoting the purchase order number, for the services procured.
- We will also submit the required monthly management information reports to Government Procurement.



7. Glossary

Term	Definition
O365	Microsoft Office 365
PSTN	Public Switched Telephone Network
SaaS	Software as a Service
SIP	Session Initiation Protocol



8. Why Atos

Atos has been a trusted partner on every G-Cloud iteration since the framework began, helping public sector organisations modernise with confidence. We combine global expertise with deep UK experience to deliver secure, scalable cloud solutions that meet the highest government standards.

As Europe's leading provider of cloud and cybersecurity services, Atos offers end-to-end capabilities - from migration and hosting to SaaS and consultancy - supported by UK delivery centres and strategic partnerships with hyperscalers.

Our focus on innovation, sustainability, and social value ensures that customers not only achieve operational excellence but also contribute to a greener, fairer future. With Atos, you gain a proven partner committed to driving efficiency, resilience, and transformation across public service.



About Atos

Atos Group is a global leader in digital transformation with c. 67,000 employees and annual revenue of c. €10 billion, operating in 61 countries under two brands – Atos for services and Eviden for products. European number one in cybersecurity, cloud and high-performance computing, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

The purpose of Atos Group is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Learn more at: atos.net