ITSPA Teams Workshop

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Delivering Voice Innovation for Microsoft UC for Over 10 Years

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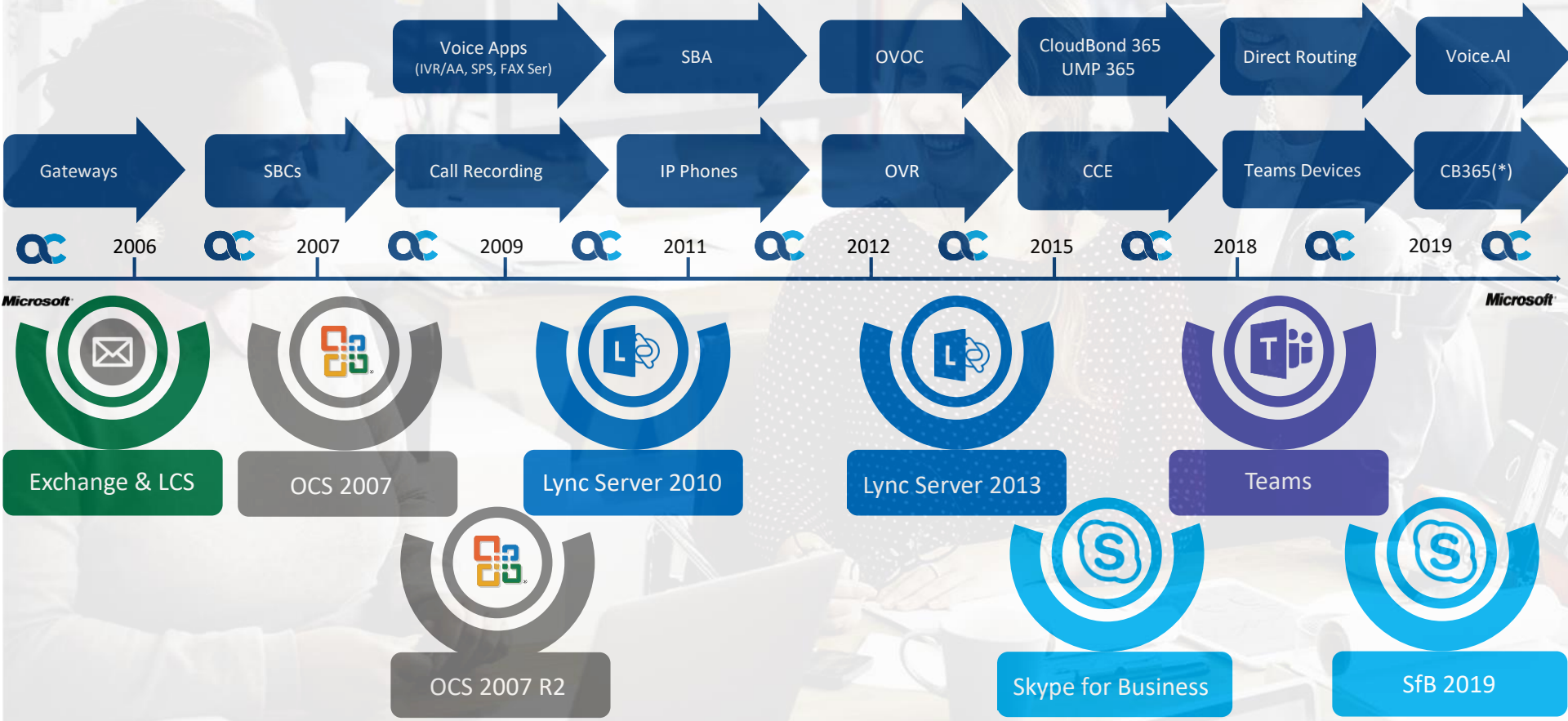

Broadest Portfolio of Products

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OVOC/Apps

Routing Manager

One Voice Operations Center

User Management Pack 365

IP Phone Manager

SPS cSPS

IVR/AA

Call Recording

Fax Server

All-in-One and Cloud Appliances

CloudBond 365

Survivable Branch Appliances

Cloud Connector Edition Appliances

IP Phones

C450HD (**Teams**)

450

445

440

430

420

405

Huddle Room Solution

Hardware Software SBC

Mediant 2600

Mediant 4000

Mediant 9000

Mediant Virtual Edition & Software Edition

Hybrid SBC/Gateway

Mediant 800

Mediant 1000

Mediant 3000

Gateways/Adaptors

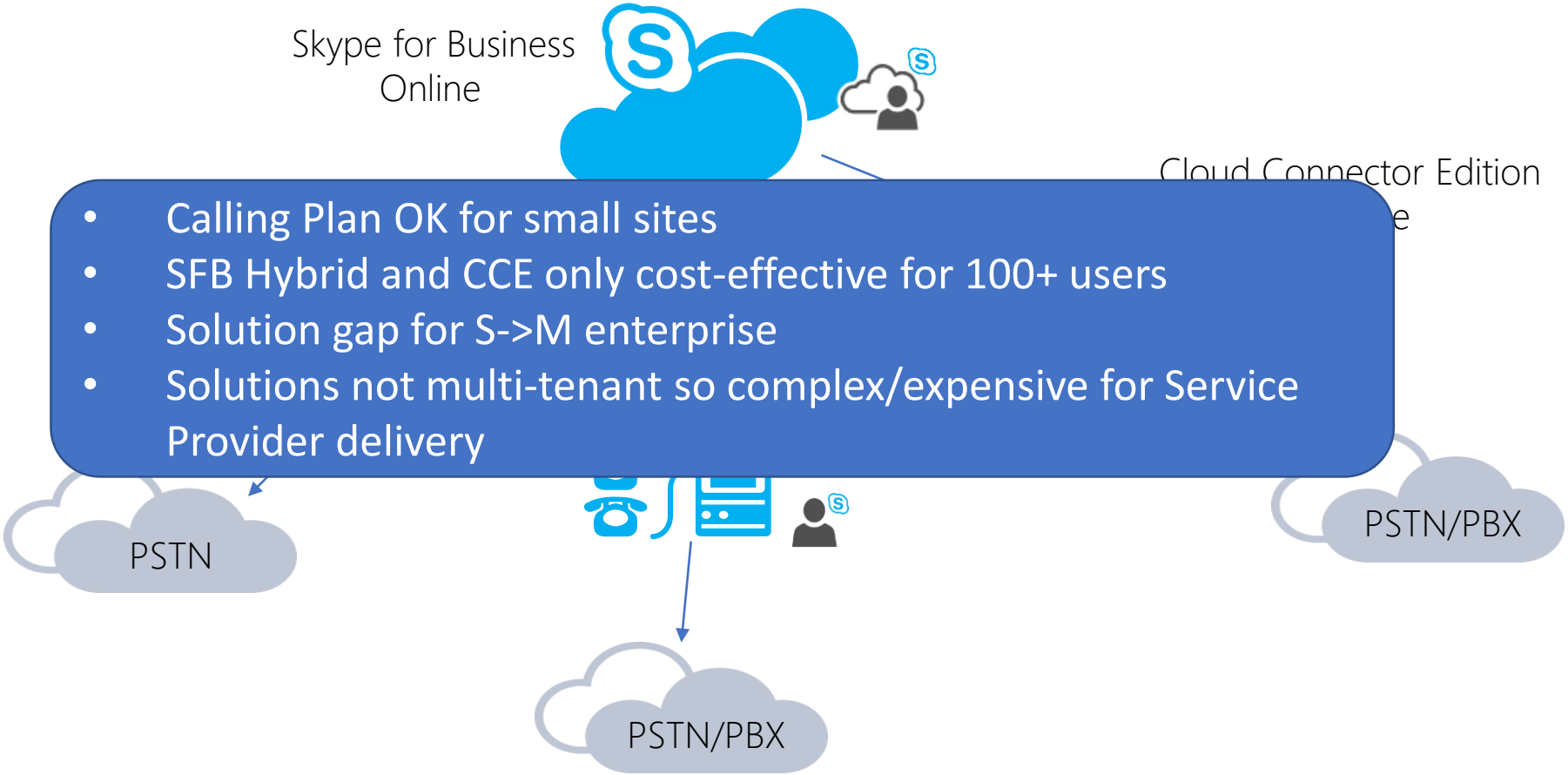
MP124/1xx

MP2xx

MP1288

Skype for Business PSTN Refresher

Summary – Skype for Business Online PSTN access



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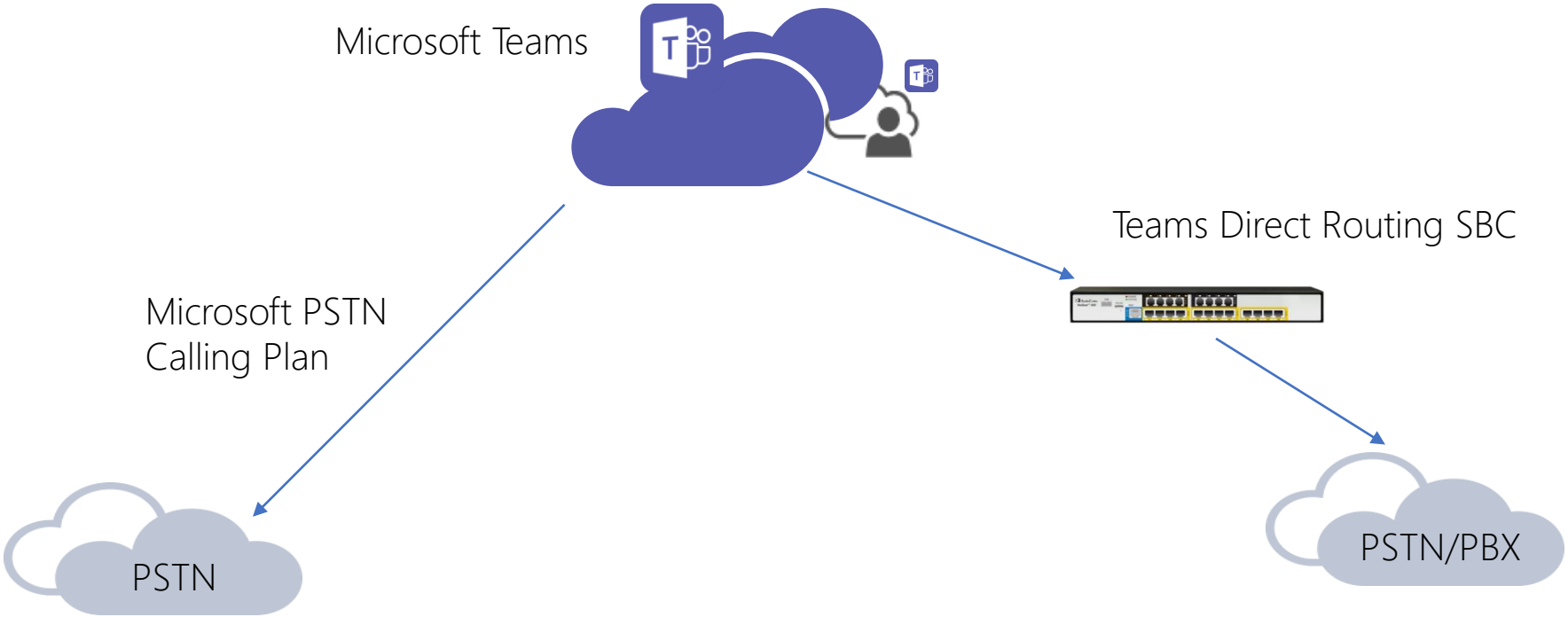
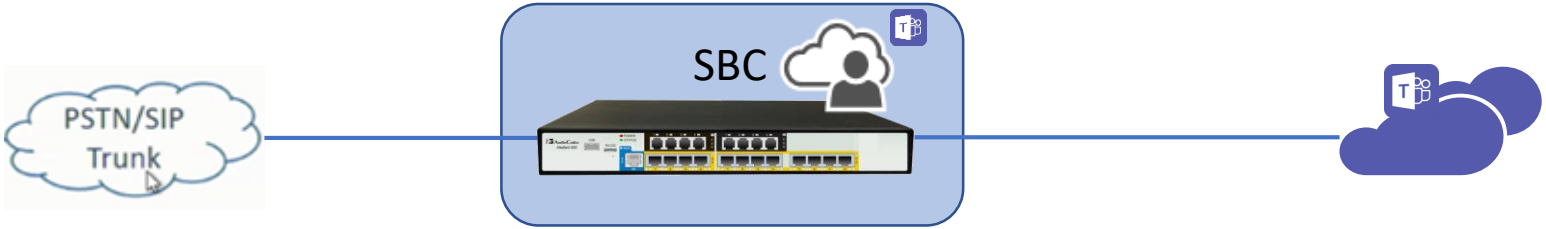
Teams PSTN Access

Teams PSTN access

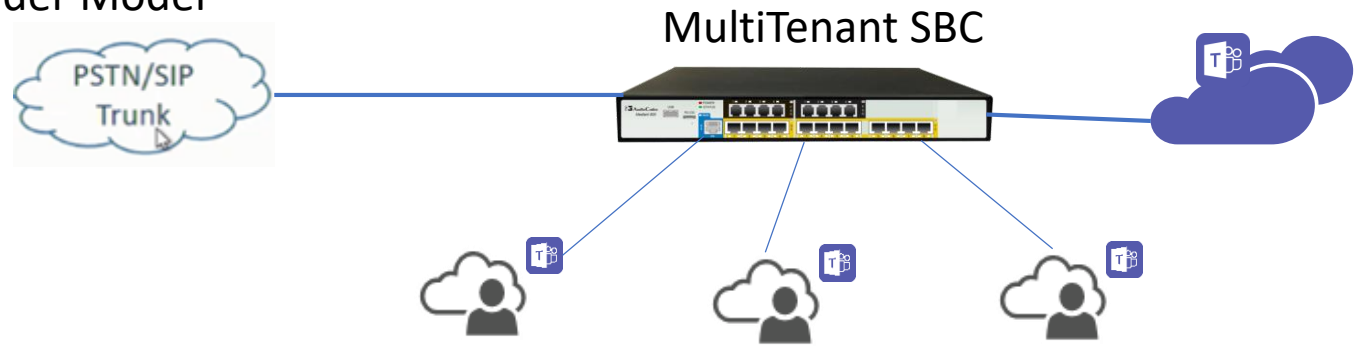


Direct Routing ‘Enterprise’ and ‘Service Provider’

- A Teams Direct Routing SBC can be installed by an organisation for its own use – Enterprise Model



- Or a Multi-Tenant SBC can be used to deliver Direct Routing to multiple enterprises – Service Provider Model

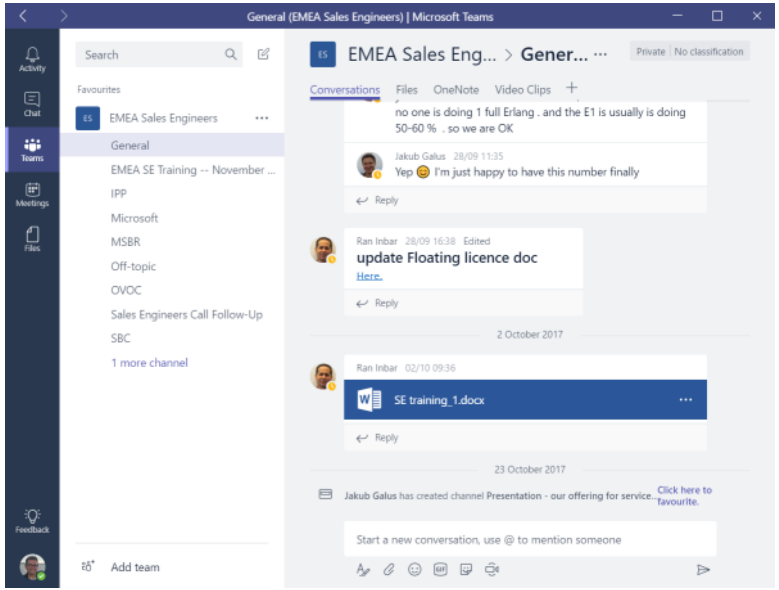


Teams PSTN access

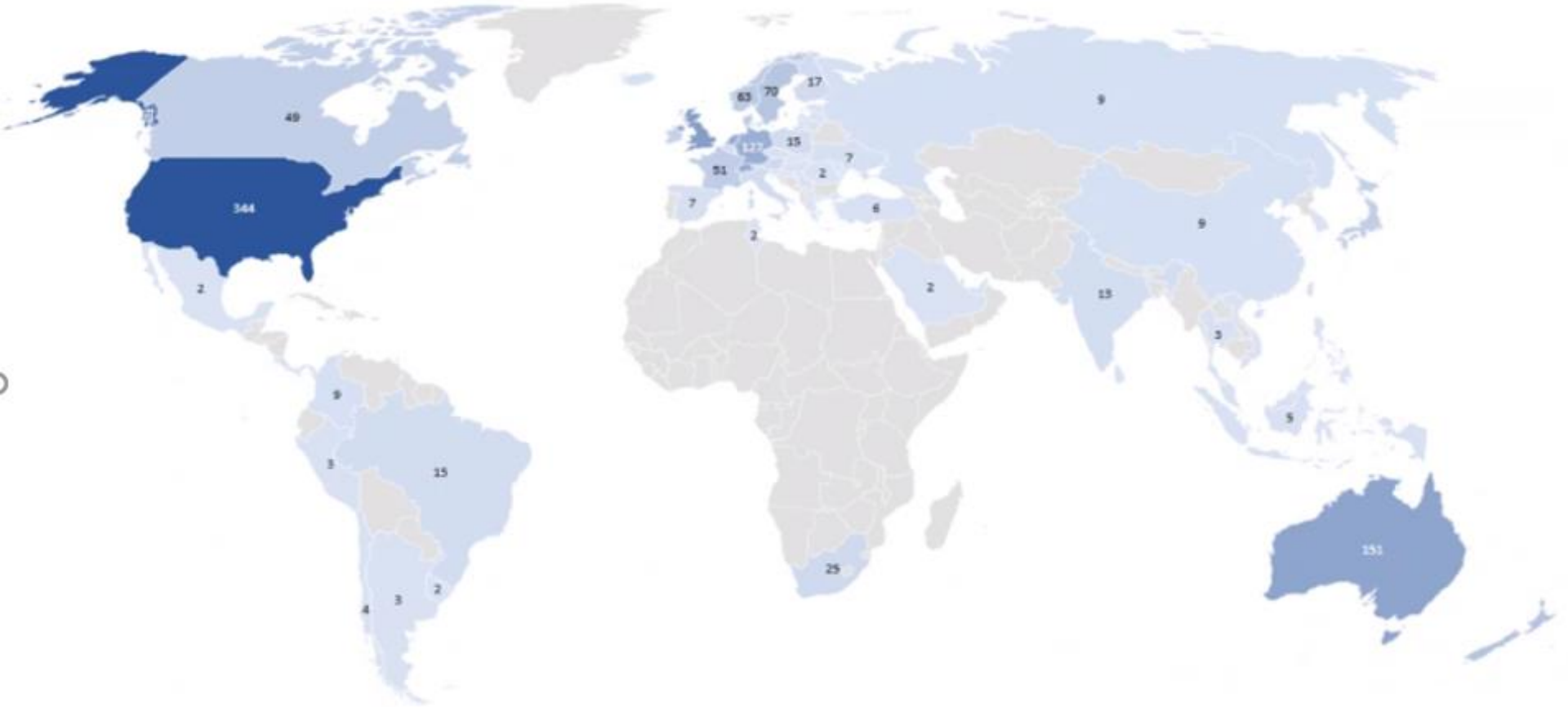
Should I offer Teams PSTN Services?

Should I offer Teams PSTN Services ?

- Microsoft takes Teams Very seriously
- Entry point for their online services
- Creating very strong awareness and pull-through
- Big investment with extensive roadmap
- Series of APIs being released allowing for tailored services
- **Simple to deliver Hosted/Multi-Tenant service**



Direct Routing SBC WW distribution



State of the market in EMEA

- Over 50 Service Providers are developing and delivering Direct Routing services on AudioCodes SBCs in EMEA
  - BT
  - DT
  - VF
  - OBS
  - SFR
  - Proximus
  - Telefonica
- Significant number of traditional Systems Integrators also in this market with some innovative solutions

State of the market in the UK

- Over 10 Service Providers are developing and delivering Direct Routing services on AudioCodes SBCs in the UK
  - BT, VF, GCI, ExpoE……
- Significant number of traditional Systems Integrators also in this market with some innovative solutions
  - Exactive, Applicable, Datasharp, Vostron, ……
- Many large and small Enterprise deploying Direct Routing solutions
  - 10+ Universities
  - Several 5,000+ user Enterprises
- AudioCodes UK running weekly Direct Routing Workshops, long waiting list for places
- Unprecedented level of interest

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Experiences, tips, gossip, rumour

Hints, Tips and Thoughts

- Thoroughly understand the Teams environment
  - Where to site the SBCs
  - Media Bypass, Enhanced Media Bypass
  - Transcoding ?
  - Interaction with SFBO
  - Phones: 3PIP or Teams Native or ?
  - How do I integrate Analog phones ?
- Service Differentiation
  - How to deliver adjunct services ?
  - How to deliver cost effective call quality ?
  - Can I use the Teams APIs ?
- Target Market
  - Cookie cutter solution
  - Deploying bespoke services cost effectively

How can AudioCodes help me ?

- Deep understanding and Immersion in providing Microsoft related solutions
- Complete range of SBCs and Gateways
  - Hardware and Software SBCs
    - Azure and AWS (with full HA), KVM, ESXI, HYperV etc etc
  - Upto 75,000 sessions
  - Single range, one UI, one platform
  - Full suite of Management, Monitoring and supplemental Applications
  - Easy to trial, evaluate and deploy
- Go to Market
  - OPEX and CAPEX models
  - DRaaS
- Wide Eco-Systems of companion partners and products

Its not just SBCs

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MP2xx

MP1288

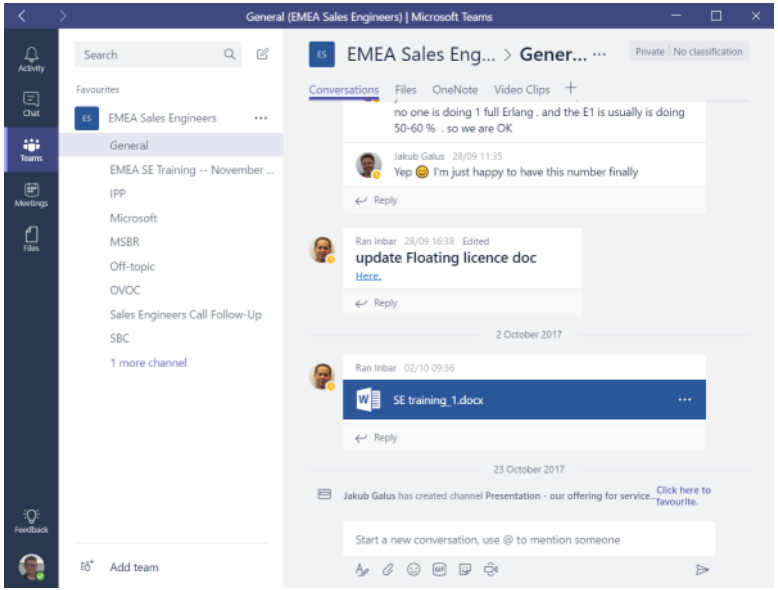
User Management Pack 365 Overview

- An application that Provisions, Configures and Manages Users and Resources in Teams (and Skype for Business Online and OnPrem)
- ‘One-Click’ to setup one or hundreds of users for Teams Direct Routing
- Complete Life-Cycle Management of users Voice (and other*) services
- Replaces PowerShell, Teams Admin Center, Teams Control Panels with a single UI
- Significantly reduces cost and complexity of delivering and supporting Teams Solutions

Summary - Should I offer Teams PSTN Services ?

- Microsoft takes Teams Very seriously
- Unprecedented level of interest from SP, SI and end-users
- Teams architecture and roadmap allows for significant service enrichment and enhancement.
- Many opportunities for agile providers.
- Your customers are probably asking you for Teams…

- **YES ☺**



Thank You

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Teams Direct Routing Workshops:
www.aclearning.co.uk

Stay in the loop