Microsoft Teams
Direct Routing for Carriers

Andreas Wilde
Session Delivery Sales Consulting
May 2019

ORACLE®

Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

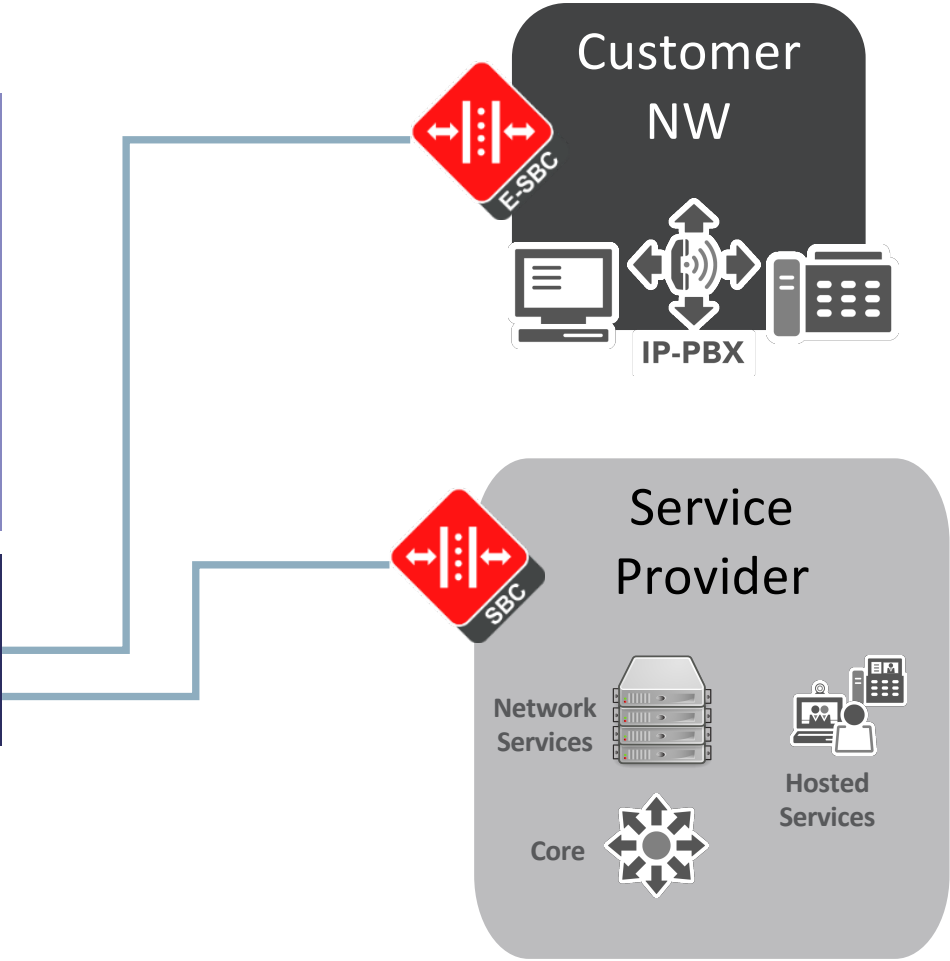ORACLE®

Connecting Teams using Direct Routing

Microsoft 365

Microsoft Teams

Phone System

Microsoft Calling Plans

Direct Routing

E-SBC

Customer NW

IP-PBX

SBC

Service Provider

Network Services

Hosted Services

Core

Why should service providers look at this?

- A large market for enterprise telephony services
  - Microsoft have been very successful with Office365 – one of the leaders in UC according to Gartner and others
  - Teams is an evolution of SfB – growth expected

- Driver for trunking business

- Opportunity for service providers to create their own "Calling Plan" offerings
  - Differentiation from Microsoft's calling plan packages

- Compelling offer to retain customers

- Win new business

Calculating the end user's business case

- **Microsoft Office 365 licensing**
  - Per user E1 or E3 + phone system license
  - Per user E5 license
- **Microsoft calling plans**
  - Per user calling plans
    - Domestic
    - Domestic + International
    - Usage based plans

- **Customer evaluations**
  - Calling plans are advantageous:
    - When available
    - When the Phone System PBX is sufficient
    - Not bound by existing contract
    - Limited no of lines with utilization matching calling plans
  - Direct routing is advantageous
    - Have on prem telephony
    - Need to preserve existing PBX and/or ACD
    - Heavy user of calling minutes
    - Large amount of users
    - Existing contract for hosted services

Carrier propositions – Teams via hosted Direct Routing

- Easy and quick onboarding
  - Selection of number plans for DR
  - Pairing of the customer's tenant

- Commercial bundling
  - Combining with SIP trunking & on prem telephony
  - Combining with hosted services (PBX, UC)

- Simplicity
  - All in one contract
  - One point-to-point integration

- System integration
  - Security/confidentiality - Secure telephony integration over public internet
  - Integration with hosted PBX and UC
  - Integration with SIP trunks

Microsoft and Oracle: A Strong Partnership

Partnership since 2010 Continues…

Microsoft Lync Server 2010

Certified SBC's
- AP3820
- AP4500
- VME

Lync

Certified SBC's
- AP1100
- AP3820
- AP4500
- VME

Skype for Business

Certified SBC's
- AP1100
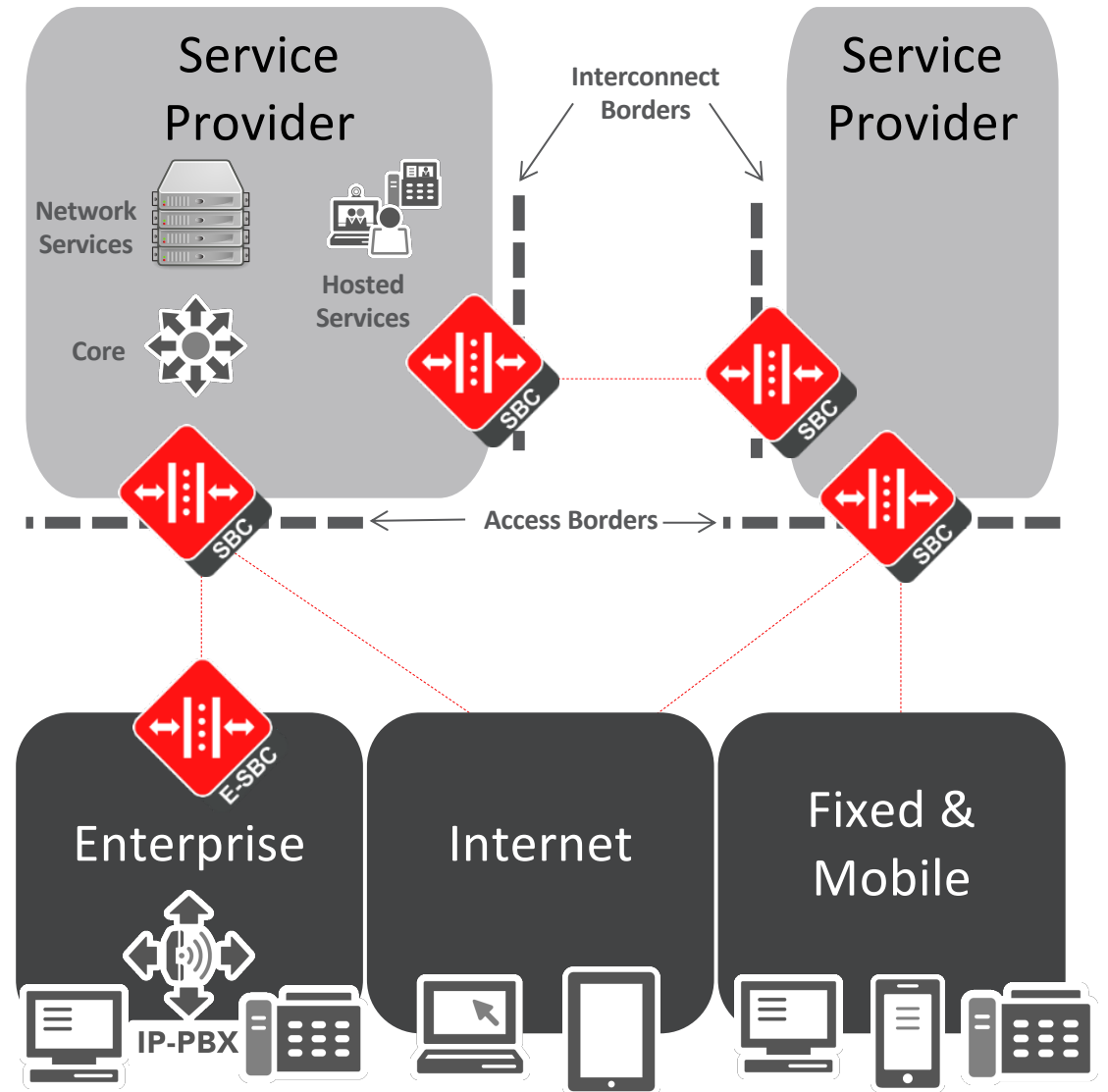- AP3820
- AP4500
- AP4600
- VME

Microsoft Teams

Certified SBC's
- AP3900
- AP4600
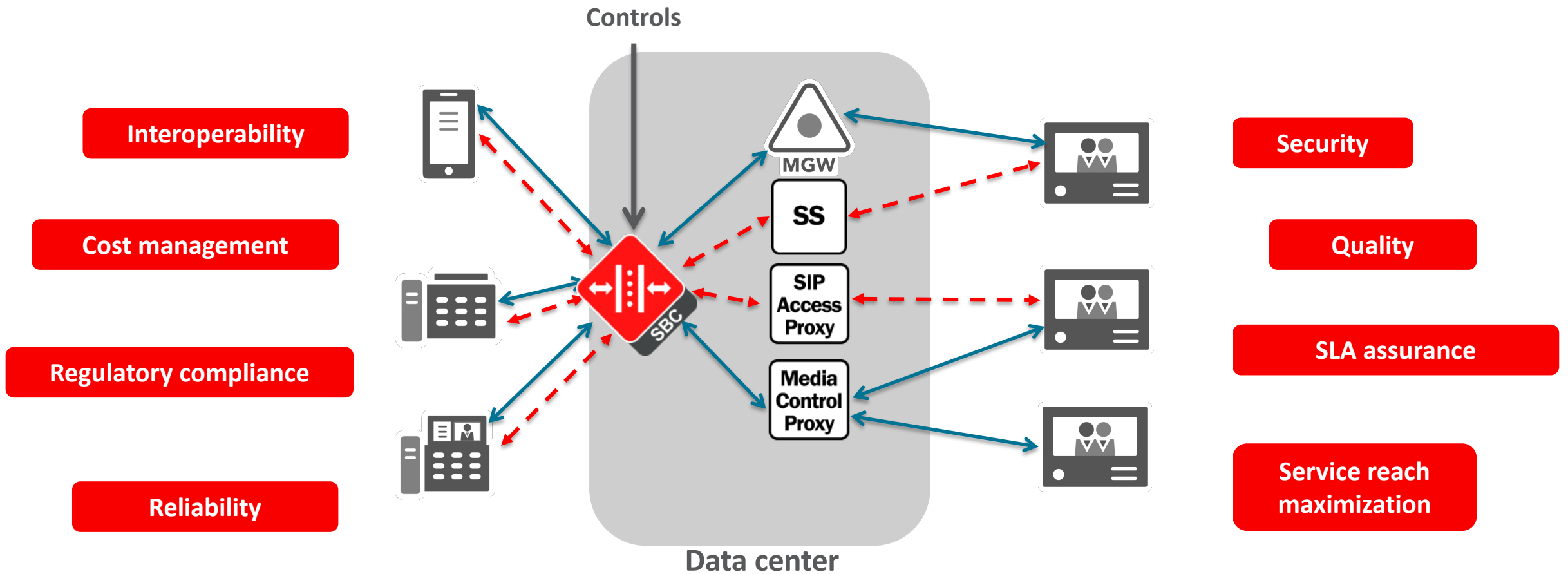- AP6300
- AP6350
- VME/VNF

Microsoft certified SBC's are listed on
https://docs.microsoft.com/en-us/microsoftteams/direct-routing-border-controllers

The Oracle SBC landscape

- SBC's protect network borders
  - E-SBC's: Enterprise networks
  - A-SBC's: Service provider's access borders
  - N-SBC's: Interconnection borders

- Common set of platforms supporting all types at different scale
  - AP1100, AP3900, AP4600, AP6350, vSBC

- Common modular software, configured for the desired use case(s)

SBCs Do What Other Elements Can't

Interoperability

Cost management

Regulatory compliance

Reliability

Controls

MGW

SS

SIP Access Proxy

Media Control Proxy

SBC

Data center

Security

Quality

SLA assurance

Service reach maximization

Why Do You Need an Oracle SBC?

- Border Security, network and element protection
    - ✓ Signaling encryption (TLS)
    - ✓ Media encryption (SRTP & DTLS-SRTP)
    - ✓ NAT & FW traversal
    - ✓ Overload/attack protection against outages and degradation, some caused by "trusted" sources

- Interoperability of signaling and media (e.g. SiLK to G711/G729)

- Customer onboarding & Session Routing

    - Centralized management & REST API for easy integration

- Quality of Service assurance and reporting (MoS, R-factor)

- Monitoring & legal requirements

H.323	G.711	AMR-WB
G.729	H.324M	G.722
MPEG4	H.264	H.324

SIP **✕** **SIP**

ORACLE®

Safe Harbor Statement

The preceding is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

Integrated Cloud

Applications & Platform Services

12

ORACLE®