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Microsoft Teams

CallTower's Microsoft Teams Direct Routing

Buyer's Guide

What is Microsoft Teams Direct Routing?

First, let's discuss Microsoft Teams. Teams provides a hub for teamwork within the Office 365 suite. Modern teams of varying sizes and functions can chat, group chat, call and meet within the platform, complete with access to integrated **Office 365 apps like Word, Excel, PowerPoint** and the rest. It's customizable, extensible to outside groups and complies with **enterprise-level security and manageability.**

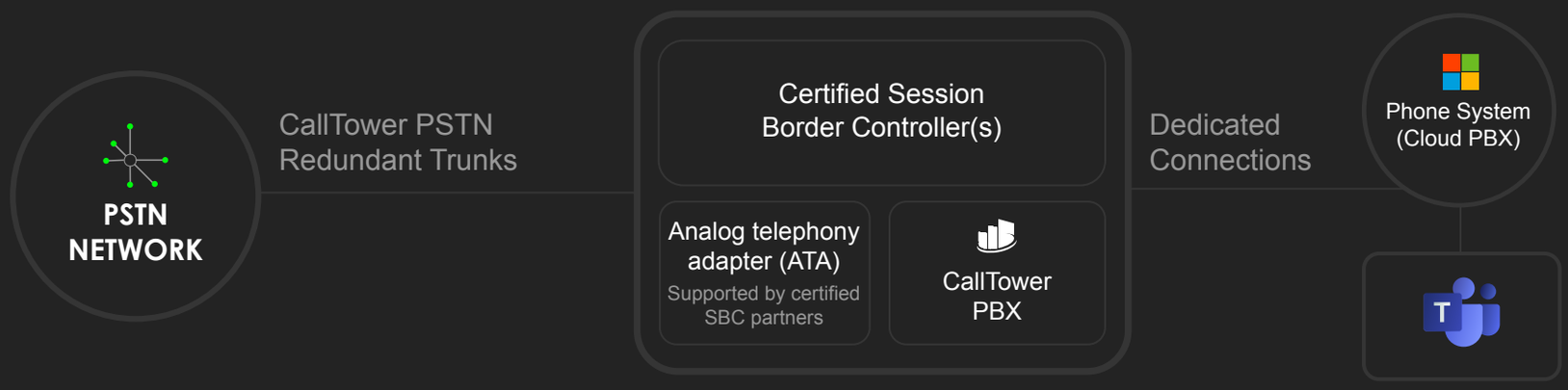
Chat, group chat, calls & meetings for today's teams

Integrated Office 365 apps

Customizable & extensible

Enterprise security, compliance & manageability

To answer the original question, Direct Routing for Microsoft Teams is the added option of complementing this hub with Internet telephony for phone calls. Instead of moving off Microsoft Teams to make a phone call on a separate solution, users can call directly from the Teams application – saving their time and your ROI as well.



Connect Own PSTN

For countries where Microsoft Calling Plans are not available. Customers that want to keep existing CallTower voice plan

Interoperability with CallTower Systems

Mix tow systems (for example, provide the option to connect analog devices)

Is Microsoft Teams Direct Routing the best choice for my organization?

This is a question that requires serious consideration and a close look at the organizational structure of any company. Some companies or departments within larger companies have very specific requirements that would disqualify Microsoft Teams as a viable Internet telephony option. However, most companies will find that Microsoft Teams Direct Routing is **an excellent and economic option** for business communication. As Microsoft Teams matures, its viability and functionality **continue to develop and strengthen** as a unified communication solution.

DID'S MANAGEMENT

- Seamless porting between any PBX to Teams buy CallTower

EXPERIENCED MICROSOFT PARTNER

- Migration path by CallTower to Microsoft Teams
- Centralized Call Recording for Compliance & Quality Management
- Live Training
- 24 / 7 / 365 US-based Support

EXCLUSIVE WITH CALLTOWER

- GCC HIGH
- CT Cloud Voice
- CT Cloud Boost
- CT Cloud Meeting
- CT Cloud Fax
- CT Contact Center

CERTIFIED DIRECT ROUTING PARTNER

- No Equipment needed

CallTower offers **free consultations for organizations** interested in making the transition to Microsoft Teams. Our experts know exactly which organizational conditions are best for Microsoft Teams and are **committed to finding the best unified communication solution for you.**

What options do I have in selecting a Direct Routing solution provider?

There are **four options** when it comes to selecting a Direct Routing solutions provider.

1

First, organizations can get their telephony licensing directly from Microsoft. This may sound like the simplest option; it comes with several major catches. The price may be more than many companies are willing to pay and there are limitations within the Microsoft Teams client itself.

Features | **Support** | **Add-on Platforms** | **Porting** | **Emergency Services**

are limited in Microsoft's telephony option with the added wrinkle that Microsoft requires the customer to self-manage this system.

2

The second option is using a Direct Routing partner with third party PBX system, which involves an additional layer of risk. Additional licensing and 3rd party voicemail are required, which means more costs and IT headaches – plus Auto-Attendant and Call Queue will still not be available in your Teams system. A system with a third party PBX does allow for the use of most VoIP phones, not just Yealink or Poly – which is an effective way of spotting a Direct Routing party with this setup.

Microsoft

DESIGN 1

Teams from Microsoft Direct

- Do it yourself
- No training
- Little support
- DIY network
- Self porting
- No device support

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DESIGN 2

Native Direct Routing Partners

- Porting included
- Implementations
- Training
- Uses the full Microsoft PBX
- 24 / 7 US-Based support
- Multiple automated failover telephony options

DESIGN 3

Direct Routing Partners w/ 3rd Party PBX

- 3rd party voicemail
- Works with most VoIP phones
- Additional layer of risk
- Added license cost required
- Auto attendant / Call Queue not on Teams

DESIGN 4

3rd Party Integrations w/ Teams

- Requires 3rd party application with more complex end-user functonality
- Greater risk of failure and need for support
- Requires additional 3rd party apps
- No native Teams features or functionality

CALLTOWER vs 3rd PARTY PBX INTEGRATIONS

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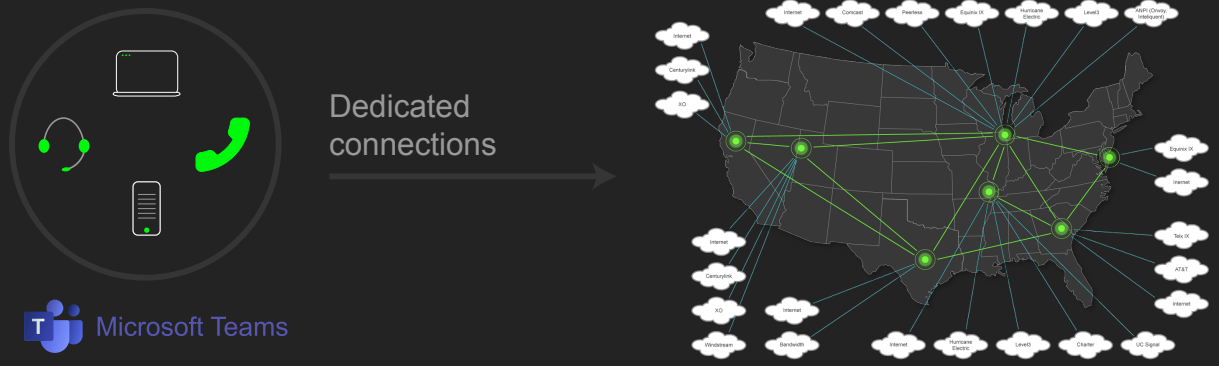
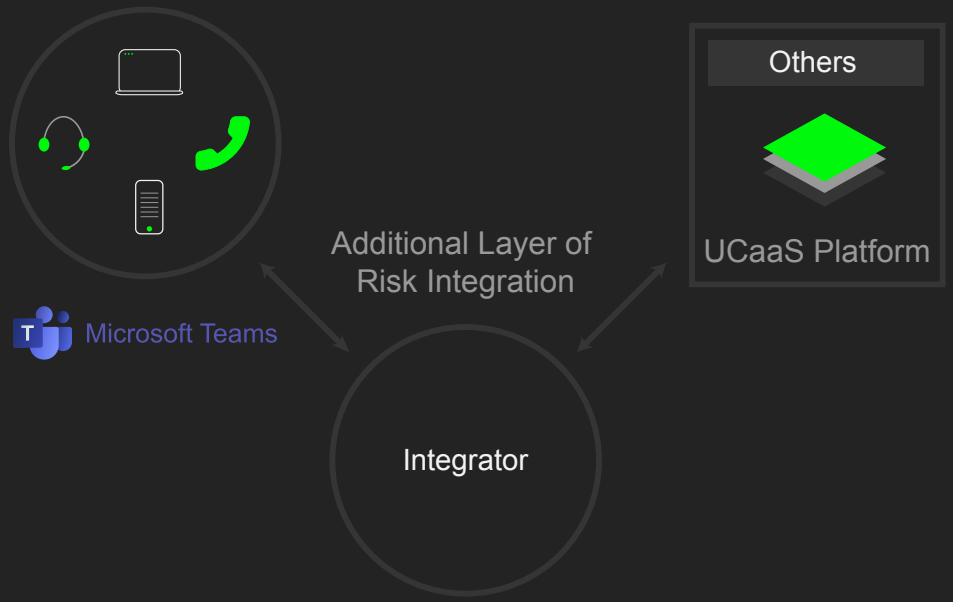
NATIVE CT TEAMS DIRECT ROUTING



NON-NATIVE, INTEGRATORS, 3rd PARTY, TEAMS DIRECT ROUTING



3

The third option is third party integration for Microsoft Teams – this arrangement would require a different, third party application for with a more complex end-user functionality. Obviously, this system incurs a great risk of failure and the necessity of an IT support system. Many other functions and applications of this system would also be third party, with varying degrees of successful integration.

Using a direct routing partner, like CallTower, for your telephony needs. The value added by bringing on a direct routing partner to your Microsoft Teams phone system pays off immensely.

Customer Center Integration

Fax

Paging

Recording

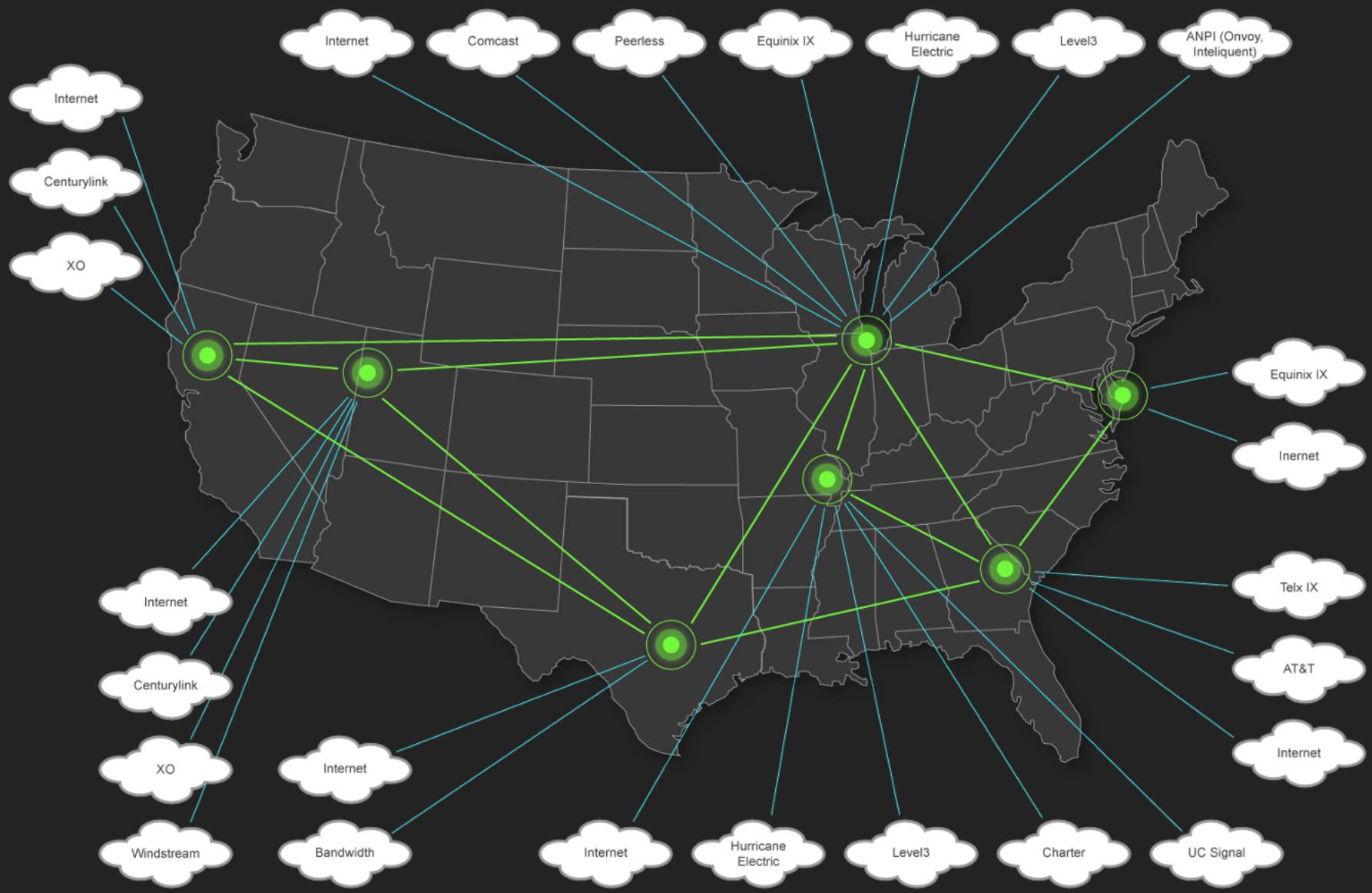
4

Finally, the fourth option is to work with a native Direct Routing partner like CallTower. CallTower's pricing is much lower than Microsoft and flexible pricing plans are available. Dedicated and effective implementation teams and porting experts can get your system up and running in much less time with a fraction of the hassle. You'll enjoy the peace of mind delivered by a **US-based 24/7/365 Tier 1 Support Team.** CallTower's Network is also optimized explicitly for voice traffic, complete with PSTN redundancy to ensure reliable service. Plus, you can enable critical features like contact center integration, fax, paging, recording, and many more conferencing and productivity tools to deliver a full UCaaS offering.

WHY CALLTOWER'S VOICE VERSUS MICROSOFT?

- Network is completly optimized for Voice
- Re - route phone numbers when Microsoft has outage
- US-Based 24/7/365 Tier 1/Tier 2 support
- GCC High
- Enterprise security and comliance
- Emergency services in 36 international countries
- Direct routing as managed service
- All your communications in one place

There are other Direct Routing partners available, but **CallTower was the very first to deploy telephony with Teams** and the first to leverage their other platforms in order to provide a complete unified communication offering.



CALLTOWER VERSUS MICROSOFT

EXISTING CUSTOMER CASE STUDY

CALLTOWER DIRECT ROUTING PLAN

Direct with CallTower	Quantity	Cost Per Unit	Total MRC
Microsoft Teams Direct Routing - **Metered**	1,051	$4.95	$5,202.45
Microsoft Teams Direct Routing - **Metered Usage**	19,973	$0.01	$199.73
Microsoft Teams Direct Routing - **Unlimited**	6	$11.95	$71.70
International Calling Plan	1,057	$0.00	$0.00

CallTower Total - $5,473.88

MICROSOFT DIRECT

Direct with Microsoft	Quantity	Cost Per Unit	Total MRC
Microsoft Teams Direct Routing - **Unlimited**	1,057	$12.00	$12,684.00
International Calling Plan	1,057	$12.00	$12,684.00

Microsoft Total - $25,386.00

QUARTERLY SAVINGS AS A CALLTOWER CUSTOMER = $7,210.12 / 57%

WITH ADDED INTERNATIONAL CALLING PLAN = $19,894.12 / 79%

CALLTOWER VS MICROSOFT

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OPTION 1

TEAMS DIRECT ROUTING ALL USERS

$7.95 Unlimited Domestic US

Includes access to CallTower's complete International Rate Plan

OPTION 2

TEAMS DIRECT ROUTING PAY-AS-YOU-GO & UNLIMITED MIX AND MATCH OPTION

$11.95 Unlimited Domestic US

Includes access to CallTower's complete International Rate Plan

and / or

PAY-AS-YOU-GO CALLING PLAN

$4.95

Outbound rate = $0.01 per minute to domestic US

Includes access to CallTower's complete International Rate Plan

Microsoft

MICROSOFT CALLING PLANS

$8.00

1200 Minutes (inbound/outbound) domestic US
Additional minutes incur overage charges
(Limited to companies with less than 300 users)

or

$12.00

3000 Minutes (inbound/outbound) domestic US
Additional minutes incur overage charges

PLUS *international additional charge*

$12.00

International access for inbound/outbound
Includes 600 outbound international minutes
Additional minutes incur overage charges

Total with Microsoft = $20.00 or $24.00

OFFICE 365 OPTIONS:

OFFICE 365 LICENSE		MICROSOFT PHONE SYSTEM LICENSE		MICROSOFT AUDIO CONFERENCING		CALLTOWER CALLING PLAN*		
E1, E3, E5 MICROSOFT 365 BUSINESS BASIC / STANDARD / PREMIUM	+	Provides Telephony PBX Features	+	▪ Optional License by Individual ▪ Online Meetings for up to 300 Participants	+	▪ Native Integration ▪ Optimized for Voice ▪ Business Continuity/DR ▪ Additional Features**	=	INDUSTRY-BEST MICROSOFT TEAMS OFFERING

*ALSO AVAILABLE FOR GCC HIGH CUSTOMERS
**FEATURES INCLUDE SMS TEXT, CONTACT CENTER, CRM, AND MORE

INTERESTED IN LEARNING MORE ABOUT CALLTOWER'S DIRECT ROUTING FOR MICROSOFT TEAMS?

SCHEDULE A CONSULTATION TODAY!