

# Microsoft Teams Direct Routing

Enhance your Microsoft Teams experience with global calling and local numbers

## Overview

Epsilon's Microsoft Teams Direct Routing solution is readily available with our Cloud SBC service to provide partners and enterprises with a seamless and secure connection between their chosen SIP provider and Microsoft Teams. This enables the complete range of Teams' collaboration and communication capabilities, ensuring a reliable and productive communication experience while maintaining the utmost security.

Eliminate the need for dedicated hardware or infrastructure and simplify the complexities and costs associated with managing on-premise Session Border Controllers (SBCs). Experience proven performance, monitored interconnection stability, rapid installations and enhanced cost effectiveness.

Maximise efficiency by leveraging Epsilon's global voice services to streamline operations and consolidate suppliers. What's more, extend your global presence flexibly and at scale with Epsilon's reliable global voice coverage in over 100 countries. Gain access to millions of local, national, and toll-free numbers through a single interconnect, including PSTN replacement services in over 40 countries.

## Customer Needs

A reliable Microsoft Teams voice platform that enables a seamless and unified communication experience for customers and employees



Efficient collaboration among teams for greater productivity and success



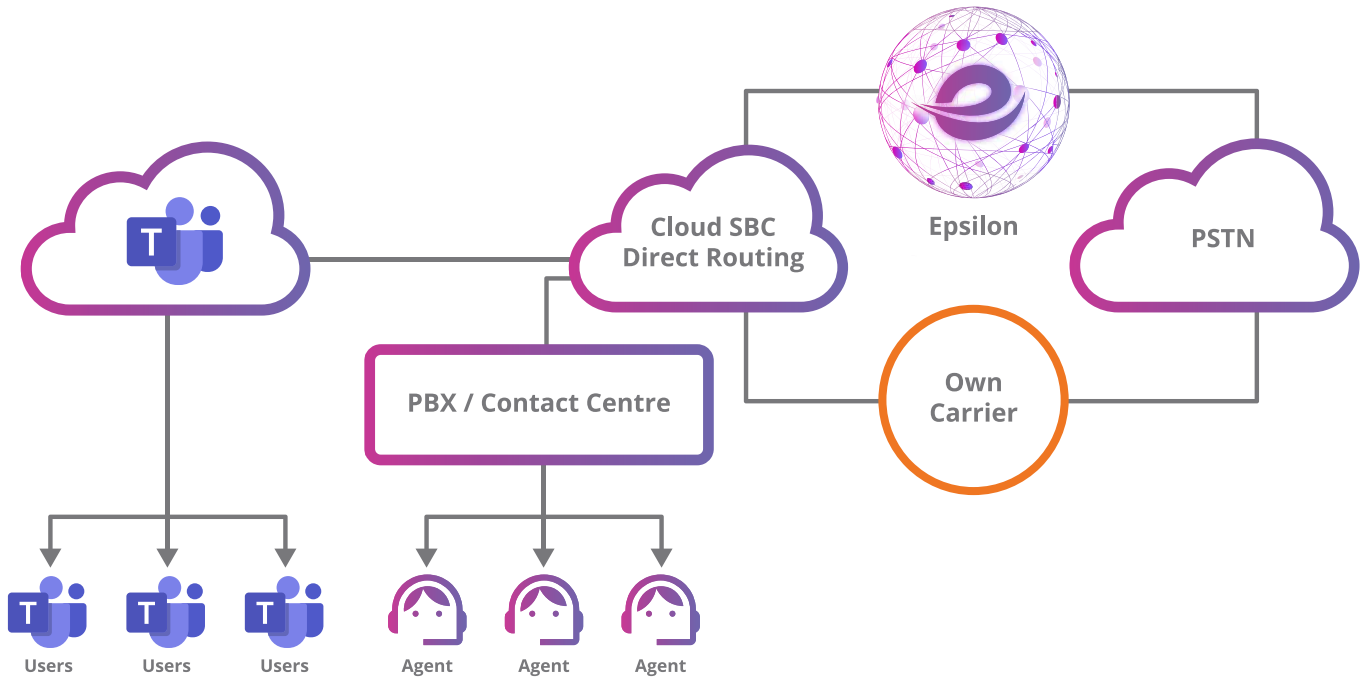
A scalable and flexible solution that supports global operations and adapts to evolving business needs



Streamlined operations by reducing the volume of suppliers for connectivity, voice services, and integration with Teams



Robust security features to protect their communication infrastructure and ensure data privacy



## Features

- Empower Microsoft Teams to be a comprehensive cloud-based Unified Communications solution, enabling enterprise-grade call functionality for both inbound and outbound calls
- Unlock additional voice and calling functionalities on Microsoft Teams, including call features such as call transfer, holding, speed dial, and more
- Leverage Epsilon's globally deployed Session Border Controller (SBC) solution, fully certified for Microsoft Teams Direct Routing, without capital expenditure
- Integrate your own PSTN providers and connectivity effortlessly with Epsilon's offerings (including SIP trunking, new and ported DIDs, local and international termination, SMS, Microsoft Azure Peering Service (MAPS), and more) as the perfect complement to your existing contracts
- Experience a seamless onboarding process with Epsilon and harness the benefits of our services within 30 days (subject to project scope).

“Epsilon's Direct Routing service enables our partners to deliver full voice telephony services, including PSTN replacement, for end-user customers of Teams. The service can be further enhanced with Epsilon's range of inbound numbers and in-country calling services, as well as complemented with a range of underlying data connectivity options such as Microsoft Azure Peering Service (MAPS) for an enhanced user experience.”

### James Knowles

Director, Voice Business Unit  
Epsilon

## Benefits



### Ultimate Flexibility

Pay only for what your business needs, and tailor your contract length as you wish with the fully scalable Teams-certified cloud SBC service.



### Expense Reduction

Eliminate Capex expenditure incurred from traditional hardware. Enjoy global presence at local prices and expand into new international markets quickly and easily.



### Operational Efficiency

Streamline your operations with our established global infrastructure and reduce the number of suppliers you need for connectivity, voice, and Teams integration.



### 24x7 Customer Support

Gain quality assurance with our 24x7, geographically dispersed, customer support centres.



### Streamlined Experience

Experience secure and reliable voice calls on Teams. Add users, assign phone numbers from 100+ countries, and port existing landline numbers to the system with ease.



### Highly Secure

Be assured of a high level of security with Microsoft Teams' integrated compliance features to help organisations meet regulatory requirements and protect sensitive information.

## Why Choose Us?

### Designed for Partners

Our solution is designed specifically for partners to build and grow a Microsoft Teams voice business. With plenty of space for you to add value, for example with a managed service wrap, deployment and support of Office 365 and Teams, you can create a Unified Communications solution that meets your customers' needs

### Extensive Global Reach

Benefit from Epsilon's voice carrier capabilities and extensive global voice coverage in over 100 countries. With Epsilon, you can leverage our global presence at local prices, enabling you to effortlessly expand into new international markets

### **Cost Optimisation**

Take advantage of competitive call rates and a straightforward purchasing model that provides full transparency regarding costs. Pay only for the services you require, tailored to your specific needs. Utilise our established global infrastructure without incurring additional costs for local deployments

### **Comprehensive Suite of Services**

As one of the few global providers offering a wide range of services including data, cloud, voice, satellite, and colocation, we can meet all your global interconnectivity needs at scale. Partner with our team of experts to streamline your operations and number of suppliers required

### **Award-winning Software-defined Network**

Simplify number procurement and porting requests through our user-friendly Infiny portal and receive numbers within the same day. Gain complete control over your voice and network carriers, as well as security policies such as Transport Layer Security (TLS), with on-demand provisioning powered by real-time analytics, reporting and orchestration capabilities

## **Contact Us**

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