

Verizon-managed Microsoft Teams Services

Solution brief



Your employees are able to collaborate more efficiently than ever before—whether in the office, remotely or a combination of the two. But when it comes to connecting with the public, vendors and partners, you're still looking for a solution that brings your collaboration and voice calling into one integrated platform—your Microsoft Teams® user interface.

Verizon-managed Microsoft Teams Services provides a fully managed and cloud-based session border controller as a service (SBCaaS) to customers who want to utilize Microsoft® Phone System as their private branch exchange (PBX). The solution uses public IP addresses over the internet to interface with the Microsoft Phone System and Verizon's Private IP network and SIP Trunking networks.

The professional services for configuring direct routing include SBCaaS connectivity configuration to Microsoft Teams Phone System and connection validation. It also includes user enablement for direct routing and voice and voicemail for initial setup, as well as dial plan configuration and number translations. Once configured, the solution enables public-switched-telephone-network (PSTN) calling for Microsoft Teams clients and IP phones that are registered to the Microsoft Phone System.

Proven quality and reliability.

When you adopt a unified communications solution to support your digital workplace, you need a trusted provider that can offer proven reliability and security.

Verizon offers decades of experience in providing secure, reliable communications to agencies like yours. We're experts in helping organizations implement advanced collaboration and communications solutions quickly and efficiently.

Verizon-managed Microsoft Teams Services now available on CALNET NextGen for California agencies and organizations.

Managed costs.

Verizon-managed Microsoft Teams Services is packaged in a way that helps you control costs with:

- **Scalable, monthly per-user pricing.** Align the costs with the number of users every month
- **Setup and management services.** There's no need to pay out of pocket for capital expenses, and daily management of the SBCaaS solution is included
- **Automatic upgrades to new features and required updates.** Don't worry about software or hardware upgrades—they're taken care of
- **The ability to replace an existing PBX or similar phone system to eliminate redundant costs.** Get an enterprise-class unified communications platform without increasing headcount or investing in additional expertise

Research suggests that a competitive advantage for 30% of organizations will come from the workforce's ability to creatively exploit emerging technologies, which includes pivoting from a fixed location to a range of workspaces.¹ With the ability to use Microsoft Teams as a unified communications solution, working from virtually anywhere is simpler than ever.

Preserve functionality, explore new features.

Supported by Verizon's world-class Voice over IP (VoIP) Trunking services, the Verizon-managed Microsoft Teams Services solution offers PSTN calling capabilities and maximum flexibility to customers that need:

- Multiple combinations of network functions and/or multiple technology partner services at multiple remote and cloud locations
- Opex rather than a capex model
- Automation and orchestration to cut service provisioning time frames
- Rapid service scaling without the need for reinvestment in physical devices

In addition to voice capability, we offer a broad range of key products that are integrated in our cloud environment—making it possible to adopt new functionality quickly and easily. There's no need for an additional IT investment in order to implement audio and video conferencing or contact center solutions, or to bring your Verizon Wireless mobility into your organization's network environment.

Industry-leading global SIP trunking.

IP Trunking allows users to make and receive calls from their office to the outside world through your data network, which helps control overall costs. Verizon-managed Microsoft Teams Services attaches to Verizon's IP Trunking product—Verizon is recognized by Frost & Sullivan as the leading global SIP trunking provider²—to open the latest collaborative possibilities.

Additionally, Verizon-managed Microsoft Teams Services can leverage Verizon's IP Trunking service for enabling PSTN calling, enterprise-pooled concurrent calls for cost savings, savings in calling charges to other VoIP and Verizon wireless customers.



Security matters.

Verizon-managed Microsoft Teams Services helps protect you against a range of phone-based threats, including telephony denial-of-service attacks and rogue real-time transport protocol (RTP) headers, and hides your enterprise topology from outside viewers with enterprise-class security.

Collaboration and calling made simple.

Your Verizon-managed Microsoft Teams Services bundle includes an SBCaaS instance available on the Verizon Hosted Network Services platform and E911 Service with full management, along with professional services to configure Microsoft Direct Routing so you can get the communications and collaboration solution you need from almost anywhere your team is working.

[Contact your Verizon Account Manager >](#)



¹ "Top Technologies and Trends Driving the Digital Workplace," Gartner, March 18, 2019.

² "Verizon Recognized with Third Consecutive SIP Trunking Product Leadership Award," Frost & Sullivan, 2018.

<https://www2.frost.com/awards/verizon-recognized-with-third-consecutive-sip-trunking-product-leadership-award/>