



ICON Teams Connector

A Maintel ICON cloud service that connects Microsoft Teams users to external telephony services for voice calls

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Maintel's cost effective calling solution for Microsoft Teams users by deploying SIP trunks from Maintel to dramatically cut down on call charges

A Maintel service that provides Microsoft Teams users with external voice calls.

Maintel have a strong pedigree in enabling Microsoft Teams users on their journey to voice capability.

This service enables users to enjoy the full Microsoft Teams phone and calling experience without disrupting the existing phone system.

Customers can begin a journey towards a Teams communications and collaboration strategy without the risk of a full migration.

Teams Overview

Microsoft Teams is a cloud-based team collaboration software that is included in Office 365.

Businesses of all sizes are adopting Teams and now want to add external voice calling to their deployment without affecting their existing traditional telephony installation

What is direct routing?

Direct routing allows organisations to route calls to and from their own SIP trunk provider directly into Office 365 Teams through a Microsoft-certified Session Border Controller (SBC).

This removes a major obstacle to Teams telephony adoption and allows users of Microsoft Teams to make calls through Maintel as the telecom's provider rather than Microsoft.

Rates for all calls are provided by Maintel without requiring Microsoft Calling Plan licenses or on-premise equipment. Our call costs are typically more cost effective per month than Microsoft's own Calling Plans.



Your challenges

Our experience has highlighted that many businesses are looking to:

- Provide employees with modern tools and reduce impact of shadow IT
- Increase productivity
- Connect mobile and remote employees
- Enable remote workers and teams to collaborate effectively
- Leverage existing telephony assets whilst moving towards a unified platform.

Our approach

For certain groups of users, it may make sense to use Microsoft Teams as their business phone system.

The Maintel Service allows the customer to leverage their investment in Teams for improved collaboration and to add simple voice calling to an existing Teams deployment.

How it works

The Maintel SBC hosted in our ICON cloud sits at the core of the solution connecting your Microsoft Teams users to our SIP provider.

Maintel's service is based on a carrier grade SBC providing a truly scalable and economic solution for Microsoft Teams Direct Routing. The Microsoft-certified SBC is hosted within the Maintel cloud and we handle all telephony services, allowing businesses to use Microsoft Teams to make and receive external calls without requiring any on-premise equipment.

Maintel's SIP trunks are connected to Microsoft Teams via the Microsoft-certified SBC – this then routes to the organisation's Office 365 tenant and phone numbers.

Once connected and configured, users enabled with the Microsoft Phone System add-on can place calls to the phone network and other Teams users. They can make and receive calls to landlines and mobile phones using Microsoft Teams on their PC or mobile devices.

Benefits

- Enable Teams users with enterprise voice functionality. Teams users get to make and receive calls just like on their existing desk phone
- Works with Teams approved handsets, Teams softphone interface or Teams mobile application for end user interface
- Channel based pricing
- Bundled inclusive call minutes
- Microsoft approved solution
- Secure SIP trunk connectivity
- Enterprise-grade, high-availability infrastructure
- No software or hardware to install
- Simple deployment without a large project and cost overhead
- Use existing telephone numbers or add new phone numbers as part of the SIP service
- Implement to only users or groups of users that need it
- Simply add Teams users like a new phone; keep desk phones as they are



- Keep your current phone system to deliver the wide-ranging services that you rely on for many different types of users
- Get the most out of your Microsoft licensing investment
- Native Microsoft Teams user experience which is familiar to users - brings together collaboration and calls without any additional software to confuse users
- Works on desktop and mobile - make and receive business calls in Teams while at home or on the road.

Pricing

Maintel have many years' experience in number provision and porting. We can provide new number ranges, or you can port your existing number ranges.

We offer simple and cost-effective per channel pricing; all of our pricing is clearly structured and transparent with no hidden costs.

With channel-based pricing, you only pay for the maximum number of concurrent calls you need, as opposed to paying for each user.

However, if you prefer a per user per month charge then that option is also available.

There are no upfront costs, for expensive gateways or session border controllers just a small setup fee for integration.

All our pricing includes bundled fully inclusive UK minutes for local, national, and mobile calls.

Pre-requisites

To take advantage of voice calling capabilities, the following Microsoft licenses are required for each user:

- Office 365 E1 with Phone System Add-on
- Office 365 E3 with Phone System Add-on
- Office 365 E5



Why Maintel?

The service builds upon the many years of experience and knowledge that Maintel have of designing, implementing, supporting and managing complex voice and data networks for their clients.

By combining a cloud managed SBC with our cost-effective calling plans, we can deliver a fully managed service from Maintel that will dramatically cut down on call costs and improve the productivity of your Teams users.

We have a strong pedigree in supporting both new and existing Microsoft Teams users on their journey to voice enablement. As organisations adopt new technologies to increase productivity and reduce costs our credentials include:

Expertise

We have a long history of providing complex, mission critical, communications requirements. This is a Microsoft approved solution.

Service

Our people are highly accredited. This service is designed, delivered and supported by experts.

Support

We provide a true 99.99% uptime SLA and 24/7 support from our dedicated support team of experienced engineers.

Simplicity

Simple deployment and simple cost-effective per channel pricing (not user based).

Cost Effective

Deploying SIP trunks from Maintel will dramatically cut down on call costs.

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