

A modern calling solution that meets today's needs

Hybrid workspaces split between office & home

Users should be able to place and receive calls from any workplace, on any device, including mobile, via the Microsoft Teams app.

Evolving calling scenarios

Solutions need to enable modern capabilities and devices, while providing traditional features.

Pressure on IT budget and resources

Modern calling solutions must be cost-effective to manage.

650+
Million

Microsoft Teams calls made in one month*

*October 2020

That is

11x from March 2020

when many organisations started working from home. On average, calls are just

1/4 the length

of a typical meeting, making calling a quick and efficient way to reconnect, collaborate, and stay updated.

Replace your traditional PBX with Microsoft Teams Phone

Unify your legacy PBX system in Microsoft 365

Provide a complete voice solution in the cloud.* Reduce reliance on on-premises hardware and eliminate points of failure.

Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams admin center.

Scale globally

Connect your phone system to the Microsoft worldwide network, and get the power of the Microsoft cloud wherever your business goes.

Increase productivity with one app that integrates calls seamlessly into the flow of work

Work smarter by bringing together calling, chat, and meetings in an **all-in-one app**.

Quickly start a call from chat, contact card, Outlook, or the Calls app.

Collaborate in the Office apps within calls and meetings – **call out M365**.

Make and receive calls from anywhere, anytime including mobile devices and remote locations.

Microsoft Teams calling options

Microsoft meets your customers' diverse needs with flexible and simple options to bring calling to Teams. There are now three options for enabling Teams Phone.

Microsoft Teams Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a session border controller (SBC) or 'voice trunk'.

Available in over 30 markets.

Direct Routing

Highly customisable approach that allows customers to maintain existing service provider agreements and use on-premises/hybrid hardware.

Available globally through partners.

Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customisation and flexibility of Direct Routing.

Public Preview available today through 11 partners covering over 50 markets.

GA in FY22 Q1

Forrester Total Economic Impact Study

Using Teams Phone saves time, reduces costs, and improves business performance

1.25 Hours per week
Average time saved by employees

185%
Return on investment

\$82K Cost savings
Over three-years

3 Months
Payback after go-live

People are doing a lot more remotely now because Business Voice is integrated into Teams. This has improved sales and delivery.

Operations director, IT services

Source: The Total Economic Impact™ Of Microsoft Teams Calling Solutions, Forrester Research, February 2021

Your Trusted Microsoft Partner

Our relationship with Microsoft goes back over 30 years, over which we have helped numerous organisations digitally transform and embrace a better way of working. As a Microsoft Gold Partner with several competencies and a Microsoft Azure Virtual Desktop Advanced Specialisation, we enable you to get the very best from your Microsoft technology.

Make IT work

More Information

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