Krome

MICROSOFT TEAMS
BUSINESS CALLING

UNIFIED COMMUNICATIONS

Is Microsoft Teams the right UC solution for your organisation?

In today's digital-first world, organisations are rethinking their communications and telephony service to increase efficiency, save costs and reduce complexity.

Unified Communications (UC) is the answer to this need, blurring the boundaries of telephony and merging it with instant messaging, video conferencing and a plethora of different applications, such as CRM systems, contact centres, and reporting.

Since its release in 2017, Microsoft Teams has significantly impacted the UC market thanks to its ease of use, free inclusion in most Microsoft business licenses, and slick desktop integration.

As an integral part of Microsoft 365 E3 and E5 business licences, many organisations have chosen Teams as their preferred collaboration solution. With its free instant messaging, voice and video features, Teams is a no-brainer for businesses that are looking to simplify their internal communications.

When considering the best UC solution for your business, it is critical to first understand your business requirements and how these compare to the solution's capabilities.

Out of the box, Teams supports voice over IP (VoIP) calls to any other member of the business using Teams, but it does not connect to your telephone network. This means that whilst it can be utilised as an internal collaboration tool, you will also have to retain a separate telephony solution for external calling. For organisations struggling to cope with too many ineffective internal communications tools, Teams offers the perfect single point of contact to enable collaboration across the business.

In order to fully unlock Teams' telephony capabilities, organisations will have to either adopt Microsoft Calling Plans, or Microsoft Direct Routing. Both options require a phone system add-on licence for every user who requires voice enablement. Microsoft's Phone System add-on is included in Enterprise E5 licences.

CALLING IN TEAMS

What are the differences between Microsoft's Calling Plan and Teams Direct Routing?

Microsoft Calling Plans

Microsoft Calling Plans is a fully cloud-deployed solution provided entirely by Microsoft. Calling Plans come in different sizes depending upon the number of minutes needed. While this might seem an ideal solution for smaller businesses, Microsoft minutes bundles are inflexible and expensive when compared to Direct Routing or a fully integrated UC solution.

Minutes bundles can be pooled for users in the same country/region, but can not be carried over, and you will require communications credits if you run out of minutes in your calling plans, or if you receive toll-free calls. In this instance, an empty communications credits balance would stop you from making calls altogether. To overcome this issue, Microsoft suggests setting up an auto-recharge amount with a minimum balance that will trigger a purchase for the recharge - a recommendation that could easily promote bill shock if you're not keeping track of the additional expenditures.
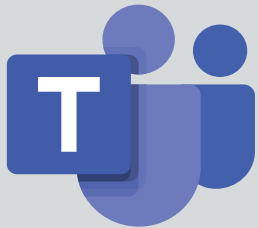
Direct Routing

Microsoft Direct Routing is a much more flexible, accessible, and cost-effective alternative to Microsoft Calling Plans, enabling users to make and receive calls using a standard telecoms provider, such as Krome.

The cost of Direct Routing will almost always cost less per user than a Microsoft Calling Plan. Direct Routing also overcomes the worry of bill shock and the constraints of limited minute bundles experienced with Microsoft Calling Plans. It offers organisations more flexibility and a larger level of functionality overall.

The Direct Routing option also offers users interoperability with existing on-premise telephony equipment and desk phones, allowing a blend of modern and traditional phones to be routed through one system.

With Krome's Direct Routing service you also have access to UK based 24x7 support.

DIRECT ROUTING

Make and receive calls by enabling Teams as a full cloud-based Unified Communications solution, with enterprise grade telephony.

MICROSOFT TEAMS DIRECT ROUTING

Give your Teams a voice with confidence - benefit from a highly reliable, resilient architecture with Direct Routing from Krome Technologies, in partnership with the UK's No.1 SIP Trunking provider with simple provisioning, enhanced call control features and carrier grade infrastructure.

By using Direct Routing for Microsoft Teams, you can enable full voice capability natively into Microsoft Teams, as an alternative to Microsoft calling plans, and without the need for on-premise hardware.

Direct Routing utilises Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility, increased functionality and support for migration, all as a cloud-based service.

Direct Routing provides connectivity to your Microsoft Team's tenant enabling full PSTN breakout on the public telephone network. Connection from Microsoft Teams to our network is via an IP connection and is delivered as an end-to-end service with high availability.

WHAT IS REQUIRED TO ENABLE TEAMS CALLING

In order to enable Microsoft Teams for calling, the following components are required:

- Microsoft 365 or Office 365 license, including Teams
- Microsoft Phone System Add-on (inc FOC in Enterprise E5 licences)
- An internet connection

It's easy to transition from your existing PBX - there's no hardware to purchase or support and future enhancements are assured.

Microsoft

Teams Users

O365

MS Phone System

Session Border Controllers

Krome Telephony Network

PSTN

External Calls

WHY DIRECT ROUTING?

Microsoft Teams - Direct Routing combines the pedigree of the UK's leading SIP Trunk provider with the ubiquity of the world's largest business communications platform.

COST SAVINGS
Significant cost saving per user when compared to Microsoft's calling plans - maximising existing Office 365 license cost.

COMPLETE CLOUD SOLUTION
Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.

NEVER MISS A CALL AGAIN
Tailored business continuity with network and number resilience to keep your business working.

AGILE WORKING
Allows for flexible and remote working and enables a fully collaborative approach.

ADVANCED CALL STATISTICS
Advanced management information relating to call handling efficiencies, productivity, call patterns and caller behaviour, including time to answer, waiting time and outcomes.

01, 02, 03 & 08 NUMBER TERMINATION
01, 02, 03 & 08 Termination with no number translation. *Natively terminates on the endpoint but termination charges would still apply for 08 numbers only.

ACCESS TO EDUCATION COMMUNITY
Using "Janet Connected" accreditation connections means that we can provide IP voice services to the education community in a direct manner.

NUMBER PORTING
No need to lose your business numbers. You can keep the same geographical number wherever you are.

WHY KROME?

We are committed to delivering you a superior level of service.

Krome Technologies is a technically strong, people-centric technology consultancy, focused on delivering end-to-end infrastructure solutions that solve business challenges.

Krome partners with one of the largest telephony network operators in the UK, with a reputation built on technical expertise and voice service delivery, together we have an in-depth experience of SIP implementations, working with organisations of all sizes.

Our voice services can be fully integrated into MS Teams with full PSTN breakout. We have triplicate entry points into Microsoft Azure providing high levels of resilience and availability. We have the interconnects so you don't have to.

Krome Technologies work with small, medium and enterprise companies; assessing business objectives and implementing technology and communications solutions that will help achieve them; by designing and implementing innovative solutions and providing the highest quality technology based services Krome Technologies will help meet our client's technology and overall business goals.

Krome Technologies overall objective is to deliver clients with the highest level of service and technical ability across each area of our business.

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