Microsoft Teams Calling as a Service
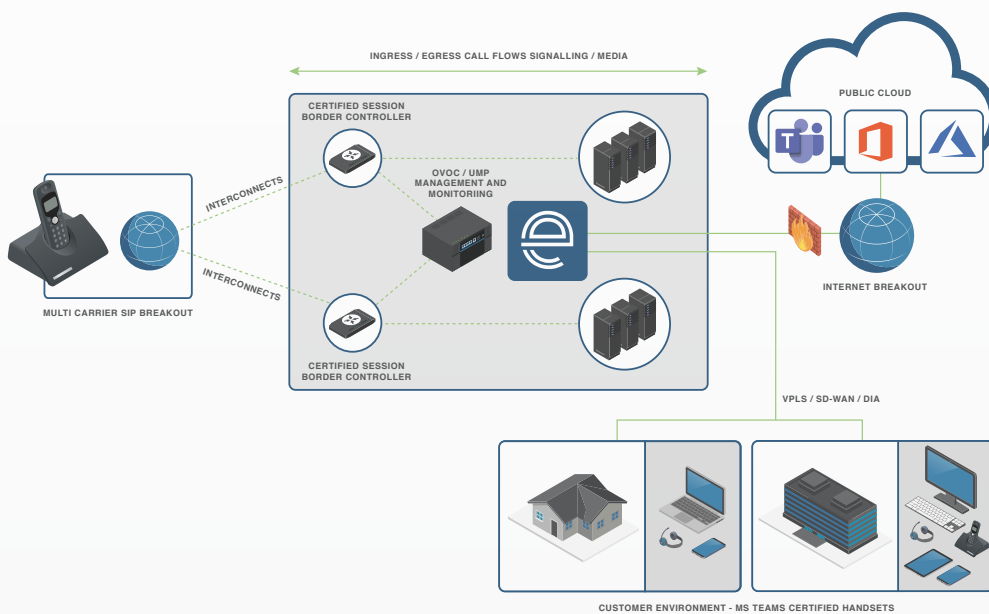## Maximise employee productivity anytime, anywhere and across any device.

INGRESS / EGRESS CALL FLOWS SIGNALLING / MEDIA

CERTIFIED SESSION BORDER CONTROLLER

OVOC / UMP MANAGEMENT AND MONITORIING

INTERCONNECTS

INTERCONNECTS

MULTI CARRIER SIP BREAKOUT

CERTIFIED SESSION BORDER CONTROLLER

PUBLIC CLOUD

INTERNET BREAKOUT

VPLS / SD-WAN / DIA

CUSTOMER ENVIRONMENT - MS TEAMS CERTIFIED HANDSETS

In today's ever-changing work environment, it's critical that business users can easily communicate with customers, suppliers and colleagues wherever they are and whenever they need.

Microsoft Teams Calling as a Service (TCaaS) is a powerful unified communication platform underpinned by Exponential-e's enterprise Voice, via Teams Direct Routing. We deliver full UC and PBX functionality enabling your teams to work collaboratively and increase productivity.

Why choose Microsoft Teams Calling as a Service from Exponential-e

Exponential-e has extensive experience of delivering high-grade unified communication solutions. We operate our own Voice and UC platform and this is delivered over our business-only Network; we have 100% control of the services and call quality we provide.

We specialise in delivering bespoke solutions that unlock your full potential. Our range of services and expertise in network, security and cloud services will underpin your UC solution and provide full end-to-end service capability supported by a fully managed service with SLA across your entire solution.

Unlock the full potential of Microsoft Teams

Microsoft Teams - the next generation of Unified Communications tool for business, combined with TCaaS from Exponential-e delivering a powerful, yet simplified, business end-user experience. The capability enables users to save time and enjoy seamless collaboration experiences through the ability to scale up or down from chat or switching from audio to video in just one click.

Users can communicate from anywhere, using any device and have the same functionality whether in the office or on the move. This enables businesses to offer their employees the flexibility they need while boosting agility and productivity.

Use Exponential-e's TCaaS as a replacement for PBX

Traditional PBXs have many problems meeting the needs of today's work environment. An on-site PBX impacts CapEx with an upfront investment and can cause trouble when you need to replace it – not to mention maintenance, occupying rack space and energy usage. The modern organisation seeks to promote collaboration and team working. Your PBX can limit collaboration due to the inflexibility of limited features, specifically for remote users, requiring software / hardware upgrades.

Exponential-e avoids these problems by operating from a resilient Teams Direct Routing Platform in conjunction with MS Teams. The fully hosted solution removes the need to operate and maintain PBXs, freeing up resources, reducing CapEx and providing added business continuity. New users and features can be added quickly as required for access from any location.

Standard Features

- Full PBX and UC functionality: Including Instant Messaging and Presence, HD Audio and Video, Collaboration tools across any device and enterprise grade PSTN calling
- One Identity and synced contacts across all devices
- Interoperability across all devices
- Create group chats with all functionality available from consumer apps (e.g. Share GIF's)
- Complete integration with Microsoft Office 365 suite plus inbound and outbound calling capabilities within the same interface
- Leverage your existing investment in Office 365 licensing for a richer user experience

Enterprise Voice Features

Call Answering / Initiating, Integrated Dial Pad, Call Holding and Retrieving, Call Forwarding, Call Queuing, Consultative Transfers, Simultaneous Ringing, Call History, Do Not Disturb, Cloud Voicemail, Auto Attendant, Emergency Calling, Call Handling, Transfer Calls, Voicemail to Email, Inbound Identifier, Music On Hold, Directory Services, Time Profiles

Advanced Features

- **Unified Messaging** - Users can call their inbox to access voicemail, email, contact and calendar information; all read to the user with text-to-speech.
- **Advanced Features** - a range of advanced features are available such as CRM integration, web chat, call recording and adding and building your own chatbot.
- **Mobility Services** - your TCaaS client is available to use on 5 separate devices: desk top, smart mobile and tablets.

Project design and deployment made easy

Exponential-e has extensive experience in supporting customers migrate to Microsoft Office 365 environments. As a Microsoft Gold Partner, we provide seamless migration and full support through our dedicated UCC practice with UC specialists. delivery experts and a 24 x 7 UK support desk.

We remove the complexity from migrating away from legacy voice systems and multiple UCC suppliers, while supporting you towards your digital transformation goals.

Benefits

- Higher quality calls at lower prices
- Increased productivity
- Added operational flexibility
- Enable innovation
- Embrace digital transformation
- Reduce operational risk
- Reduce legacy infrastructure

About Exponential-e

Exponential-e is a Cloud, Connectivity and Communications pioneer with a difference. From launching the worlds first virtual private LAN in 2006 on our privately-owned 100GigE secure and super-fact Network to our recent launch of the world's first Software Defined Digital Platform (SD-DP). Our commitment to innovation has resulted in us being recognised as one of the fastest-growing private companies in the UK, with 8 ISO accreditations.

Whether its for a single service or transformative solution, we deliver Peace of Mind as-a-Service to over 3,000 customers; that's why we have a 96% reference-ability and an industry leading Net Promoter Score. Find out more:

exponential-e.com/microsoft-teams-calling-as-a-service