# Direct Routing - Connect existing Telephony to Microsoft Teams

Business communications in today's modern world of working, needs to be responsive, nimble and flexible in order to support an organisation's growth and agility.

Legacy PBX (Private Branch Exchange) solutions, no longer have the flexibility and importantly the mobility to support companies who have remote or teleworking employees. In contrast, the ways organisations communicate and collaborate have also evolved due to the technology that serves it. When telephone systems were originally installed, video conferencing and mobile working weren't mainstream and now are a limit to flexibility and functionality.
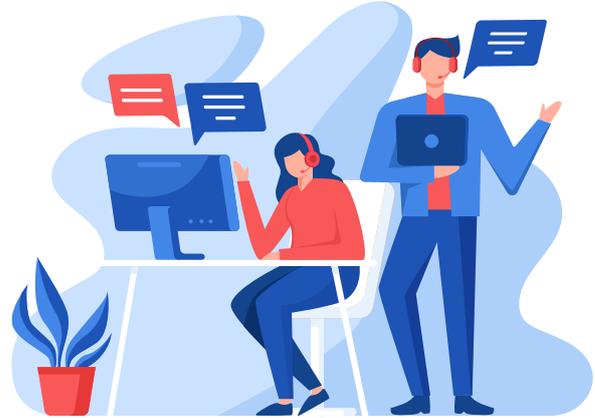
Microsoft Teams Direct Routing takes the heavy lifting out of connecting your telephony infrastructure to Microsoft Teams .

WHAT IS DIRECT ROUTING?

Direct Routing is a feature of Microsoft Teams, that enables organisations to bring external telephone calls for both inbound and outbound into Microsoft Teams, whilst leveraging existing telephony infrastructure.

The infrastructure could consist of a legacy PBX that has access to the public switched telephone network (PSTN) via a SIP (Session Initiation Protocol) trunk from a SIP provider or even older technologies such as ISDN or analogue.

WHY CHOOSE MICROSOFT TEAMS VOICE?

Microsoft Teams Voice delivers end organisations choice about their telephony provision. Organisations can choose their telephony provider for minutes and lines, remaining with existing providers or, porting to new providers taking advantage of price flexibility and substantial discounts.

Microsoft Teams Voice enables both collaboration and communications services, in one easy to use platform. It enables true flexible working solutions on mobile device.

BENEFITS OF MOVING TO MICROSOFT TEAMS VOICE

🌐	**Enable Remote Working**	Microsoft Teams Voice delivers the same collaboration and communications features to users, all within the same easy to use and administer platform.
🗺	**Office / site enablement**	New sites and or locations can be enabled seamlessly.
📞	**Interoperability**	Microsoft Teams can place calls to legacy PBX users and vice versa using extension numbers.

Migration		Moving to a new solution can be daunting, however with Direct Routing, the end user organisation decides which numbers, teams, sites are migrated therefore retaining control of the migration.
Reduced Total Cost of Ownership		Call and telephony lines and or calling plans are controlled by the end user organisation, allowing them to move between plans and providers. Legacy infrastructure and its maintenance cost is removed.
Reporting and Monitoring		Direct Routing delivers ease of access to in-depth reporting. This includes call quality, call volumes and destination calling.
Media Bypass		Media bypass increased the quality of calls, due to a reduction in call routing.
Legacy Vs New		Direct Routing means that your whole telephony infrastructure doesn't require replacing – leaving you to take advantage of the benefits that Microsoft Teams delivers.
Retain existing SIP Trunk Lines		Almost any PBX can integrate with Microsoft Teams, CPS have Microsoft Teams interop experience with the following PBXs: Avaya, Cisco CUCM, Mitel, Siemens, Asterisk and Nortel.
Peripherals & Devices		There's a huge ecosystem made up of numerous vendors that create desk phones, meeting room devices, personal conference hardware etc. In contrast to legacy systems that have proprietary endpoints

Based on many years of unified communications experience, CPS has devised a well-trodden approach to a cradle to grave programme for a legacy PBX to Microsoft Teams Voice migration. Our approach is centred around seven key demarcation points in the migration journey thus being...

Discovery   **Design**   **Pre-Reqs**   **Planning**   **Implementation**   **Testing**   **Go-Live & Support**

WHO ARE WE?

The Professional Services team at CPS have over 30 years' experience migrating customers from legacy PBX platforms such as Avaya, Cisco CUCM, Mitel and Siemens to Microsoft Unified Communications technologies with Microsoft Teams being the latest edition. In addition, CPS have Microsoft Teams interop experience with the following SBCs: Ribbon Communications (previously Sonus) & AudioCodes.

Our experience ranges from UK to Global implementations, from small single sites through to large enterprise deployments, across both public and commercial based organisations.

Our consultants and Architects are certified to MCSE productivity level and have also undertaken professional Session Border Controller (SBC) training and certifications.

CPS

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