Maryland Telephone

Microsoft Teams Direct Routing White Paper

A guide to understanding the best turnkey solution for businesses using Microsoft Teams Phone Systems.

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Microsoft Teams Today

Microsoft Teams is the fastest growing business application ever with over 145 million active daily users as a result of the Coronavirus. Prior to the pandemic there were about 20 million active daily users. And there is a good chance your organization is using MS Teams to communicate, chat and collaborate internally and externally throughout your day.

In this paper, we would like to provide you with additional insight on Microsoft Teams adoption, as well as how Maryland Telephone can provide you a better quality of service at a significantly lower cost per user for Direct Routing of calls, both domestic and international.

Maryland Telephone has the expertise and technology partners to help customers bring their current voice services into the Microsoft Cloud through Direct Routing. Direct Routing also allows you to leverage preferred rates and unlock the full potential of a Microsoft Teams Phone System.

Maryland Telephone in partnership with our technology partners, Evolve IP and CallTower (Both Microsoft Gold Partners), can deliver an integrated Office 365 Native Microsoft Teams experience with global calling plans, empowered by a 24/7/365 US-based client services team. This ensures personalized implementation, adoption, training and support strategy, including monitoring and management services to provide the highest quality user experience.

Why Direct Routing for Microsoft Teams?

Maryland Telephone specializes in customizing UCaaS solutions that include powerful voice enablement with contact center, productivity tools and network support, to unleash the full power of a modern and enterprise-grade unified communications suite.

Maryland Telephone is also able to deliver key Microsoft Teams UCaaS features and functionality, which are unavailable through other providers. Another benefit of using Microsoft Teams Direct Routing is that calls can easily be redirected to an alternate number in the event of a Microsoft outage and remain connected.

No matter what PBX you are using, there is a migration path to Microsoft Teams that includes advanced features such as seamless porting of DID phone numbers between any PBX to Teams, and Centralized Call Recording for Compliance and Quality Management. You also get Direct Routing in GCC High to support Microsoft 365 GCC High for government contractors that work with the Department of Defense.

In addition, Direct Routing includes these exclusive features:

- GCC High
- Cloud Voice
- Cloud Boost

- Cloud Meeting
- Cloud Fax
- Cloud Contact Center

Maryland Telephone can deliver an integrated Office 365 Microsoft Teams experience with global calling plans, empowered by a US-based client services team that includes personalized implementation, adoption, training and support strategy.

Advanced Voice Solutions

As a voice specialist, Maryland Telephone delivers voice solutions that are more advanced and optimized than Microsoft and other UCaaS providers, including:

- Network is Completely Optimized for Voice
- Re-Route Phone Numbers when Microsoft has an Outage
- US Based 24/7/365 Tier 1/Tier 2 Support
- GCC High
- Enterprise Security and Compliance
- Emergency Services in 36 International Countries
- Direct Routing as a Managed Service
- All Your Communications in One Place

Understanding Microsoft Teams

It's safe to say that Microsoft has a dominant position on the desktop when it comes to MS Office and Office 365, especially in the collaboration space with remote workers utilizing MS Teams. However, Microsoft is not a voice expert, and there are specific features and functions that Microsoft voice service is unable to provide, including:
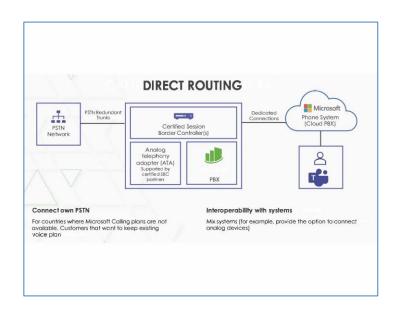
- SIP Trunking to legacy PBX's
- Analog devices
- Paging, elevator, door Entry
- Call center
- Faxing
- Synergy between multiple platforms
- Failover options in the case Teams services are down

What this all means is, if MS Office 365 Teams service goes down or is severely degraded, your users will be unable to make calls or collaborate which will negatively impact your customer experience – **which results in not so happy customers**.

On the other hand, with MS Teams Native Direct Routing you get a robust and resilient voice/data network, including high level support, failover options, additional voice services, and cross platform applications – **which results in happier customers**.

The Advantages

By partnering with Maryland Telephone, you get a one-stop-shop experience that includes a full turn-key solution, a single invoice, one support call, dedicated circuits, fully managed handsets, headsets and conference room solutions.

Direct Routing is built to work with Teams, Outlook, SharePoint and the rest of the Office 365 Suite in a native solution – plus other integrations like Salesforce, Slack and more. Organizations using Direct Routing get the best of both worlds – the raw power and precision engineering of Microsoft with the personal, reliable support of Maryland Telephone.

In addition, you get security, stability and scalability with the benefit of OPEX vs. CAPEX, one platform to monitor, end-to-end private cloud environment and faster troubleshooting. Maryland Telephone acts as your Project Manager and our Project Team will be dedicated to your account for design/changes which means faster deployment times. You'll also get access to an easy-to-use solution management tool.

Conclusion

If your organization uses MS Teams and is in the process of evaluating UCaaS providers, we would welcome the opportunity to meet with you to discuss customizing a solution for you. You might be surprised at just how much you can save while unlocking the full potential of a Microsoft Teams Phone System with Maryland Telephone.

About Maryland Telephone

Founded in 1974, Maryland Telephone is a family-owned technology provider offering industry leading telecommunication solutions and services to businesses varying from small-medium sized single-site locations to large enterprises with multi-locations. Using a consultative approach, each customer is treated as a partner and solutions are designed to meet each unique business's needs. With an underlying focus on helping customers reduce costs and improve the way their business communicates ultimately improving customer experience and retention. Maryland Telephone is committed to training and providing superior customer service to all clients. By partnering with industry leading manufacturers such as Mitel, CallTower, Cisco, Windstream and Comcast, Maryland Telephone is "*your one source for total business communications solutions*". For more information or to schedule a no-obligation consultation, contact our office at 410-832-7200 or 800-296-7201. You can also visit our website, or connect with us on LinkedIn, Twitter, or Facebook.