



# Unlock the value of voice with Microsoft Teams

# 5 key considerations when integrating voice services with Microsoft Teams

Understand these to reap the benefits.





# A new communication solution for new ways of working

Remote and hybrid working is not only changing the way that large global enterprises operate, it's also changing the way their people communicate with each other.

They need easy access to voice, meetings, video and chat wherever they happen to be – in the office, at home, on customer premises or in transit. And they need to easily switch between devices of all kinds. At the same time, all the technology used by this hyperdistributed workforce must be kept secure and compliant.

**By adding our voice services to the Microsoft Teams environment, NTT offers a compelling solution.** The voice feature may already be included in your Microsoft Teams license, but you need to do more than flip a switch to reap the benefits. As one of the world's leading voice experts, we have a lot of experience in helping enterprises to add calling to Microsoft Teams. We've been through the process, we've seen the issues that come up, and we have proven ways of dealing with them.

**Partner with us and we can remove the complexity and risk and get you straight to the productivity gains.** Your workforce will enjoy the familiar and feature-rich Microsoft Teams collaboration platform, powered by our secure and resilient global network – a combination recognized and implemented by leading enterprises around the world.

**Before you start, here are five key points to consider when planning your migration to Microsoft Teams calling:**



1

## Take a global view

**For multinational organizations, international collaboration is essential.**

Teams with voice services has to connect seamlessly, securely and cost-effectively with national networks around the world. Yet, different geographies have different regulatory requirements and there may be restrictions for local Public Switched Telephone Network (PSTN) access.

Choose a provider that can deliver the global reach you need via their own Tier 1 network. NTT, for example, offers full PSTN replacement in 39 countries, including emergency services support and Dynamic E911 where applicable, as well as toll-free calling in over 90 countries. Our network has 99.99% guaranteed service availability, and fraud detection and prevention capabilities.

**Operator Connect is the most effective way to add voice services to Microsoft Teams, and we can deliver Microsoft Direct routing as a Service (DraaS) integration and Operator Connect** at the same time. We also remotely manage a selection of Session Border Controller models to enable bring-your-own-carrier (BYOC) user cases.



2

## What kind of users do you have?

**Microsoft Teams brings powerful collaboration features to those who need it – but that's not necessarily everyone.**

It's important to recognize the different needs of employees across your organization and the importance of providing continuity so that everyone can keep doing their jobs with the right tools in place.

NTT's Cloud Deployment Framework is a consultancy-led methodology for transitioning to Microsoft Teams. We look at every aspect of your current environment, from different user profiles to your existing infrastructure and networking, before developing a plan for your migration to the cloud. By assessing and mitigating risks in advance, we ensure that you migrate on time as well as within budget.

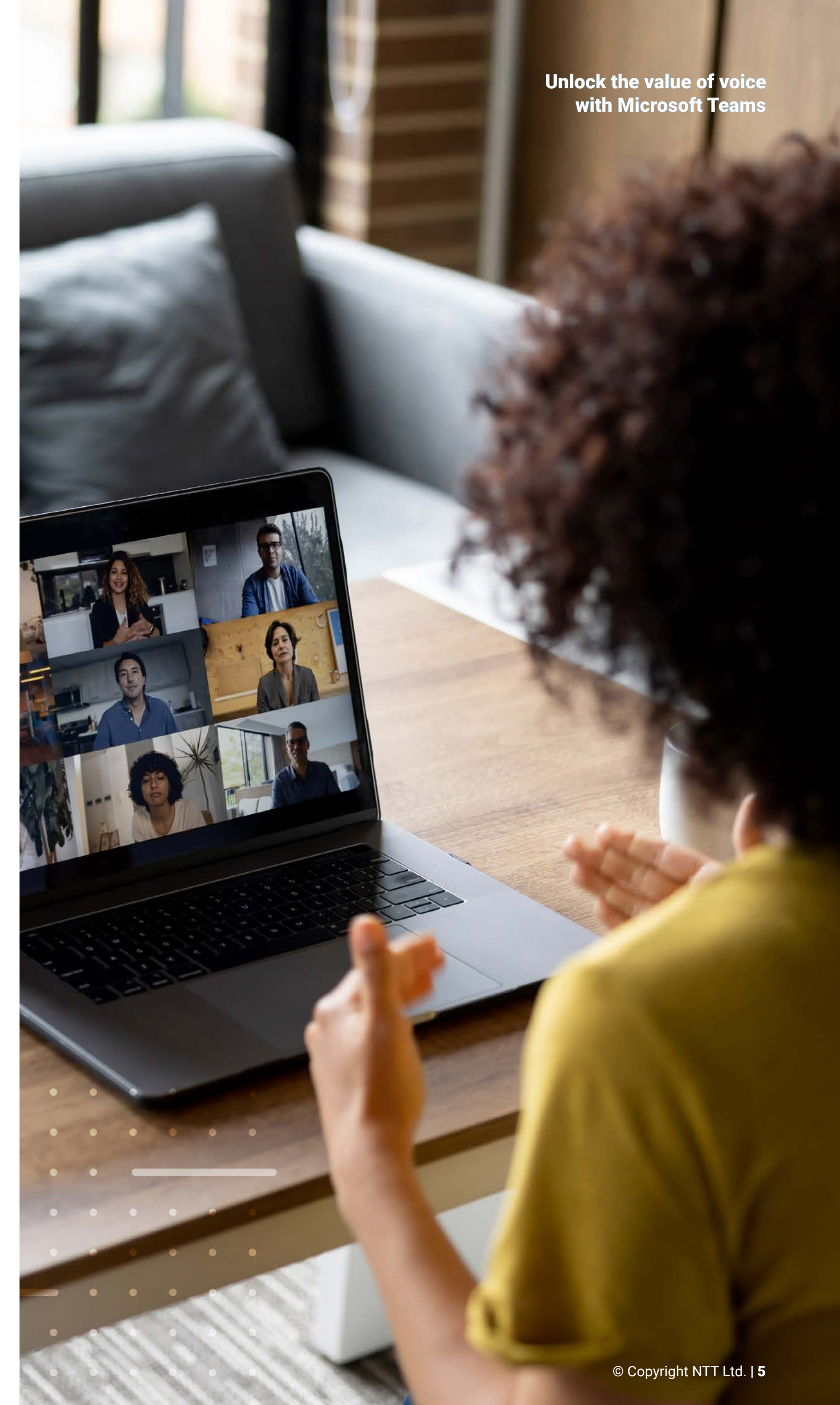
3

## Leave no device behind

**Analog may be old-fashioned, but it has not gone away all together.**

In a large enterprise there can be stubborn pockets of analog technology, such as pagers, phones in elevators and a few fax machines, that are still important to the business. And all organizations are under pressure to sweat the assets and use equipment that is not officially end-of-life.

Things can get pretty complex, but we have a great track record of finding ways to bring new and old technologies together and create systems that work. Cloud Video Interoperability, an Operator Connect add-on, allows you to leverage existing video equipment by letting a legacy device join a Teams meeting – and delivers a consistent user experience, regardless of room system hardware.





4

## Winning over hearts and minds

**Voice on Microsoft Teams shouldn't be seen as just another technical feature but an opportunity for people to become more productive.**

It's therefore essential to factor in training and a structured communication program to explain both how and why to use it.

A key part of NTT's Cloud Deployment Framework is helping your users overcome any barriers to adopting this new way of working. Through our change management process and governance framework, we help you to maximize your investment and deliver optimal employee experiences.

5

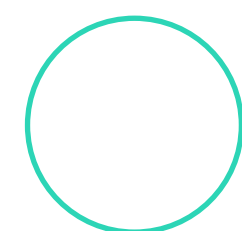
## The value of resilience

**Nothing is perfect. Systems go down from time to time. But different businesses have different attitudes toward continuity and require different levels of network resilience.**

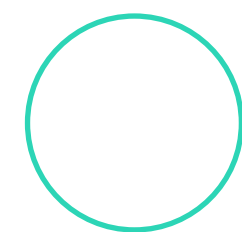
Do you need on-premises survivability? Or perhaps dynamic routing? What's more, have you identified where your 'resilience gaps' might be? Fail-safe planning is something that needs to be factored into your migration plan from the start.



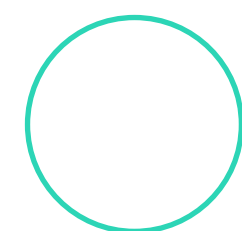
## Why NTT



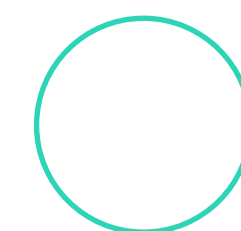
**1M+** voice users



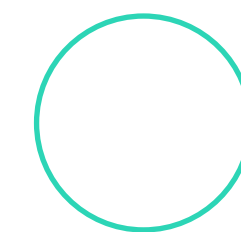
**100+** countries for ITS & ITFS



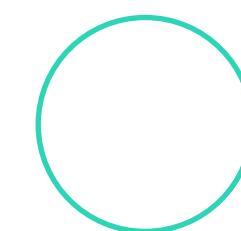
**100+** relationships with carriers



**#1** in Network Service Provider  
according to Gartner and IDC



We have **50+** years of history in networking, have  
deployed more than 10,000 networks and support  
millions of users each day



NTT is a **leader** in the 2022 Gartner Magic  
Quadrant for Network Services, Global

## Let's make it happen

Without careful planning, all the points above can turn into major complications that delay business value. But by working with us, you'll have a partner alongside you who has seen it all before and knows how to deal with it. We can help you migrate to a fully integrated voice service within Teams. Then, following that transition, our managed services will iron out the problems and keep things running optimally.



# Get in touch and let us start planning the future of your business communications.

There's a competitive advantage to be gained through better collaboration with NTT and Microsoft: plan your migration with our experts and let's seize that opportunity sooner rather than later.

[Sign up for a free trial  
of Operator Connect](#)







**NTT**