Collaboration & CX

How has Operator Connect by NTT become a great success?

Make the connection now

Since its launch in September 2021, [Microsoft Operator Connect](#) has helped companies to easily activate telephony with Microsoft Teams and leverage the communication features of Microsoft 365 to make calls more easily when using services outside of Microsoft and across the public switched telephone network (PSTN).

The service is designed to make communication more seamless and easier to deploy for administrators while giving them the freedom to use their preferred service providers.

With Operator Connect, organizations can conveniently activate PSTN calling directly from their carriers within Teams. In simple terms, it allows users to make and receive PSTN calls from within Microsoft Teams.

> With Operator Connect, organizations can conveniently activate PSTN calling directly from their carriers within Teams.

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Telephony in Microsoft Teams: Operator Connect vs. Direct Routing

Although the previous Direct Routing solution also offers a flexible way to bring cloud-based telephony to Microsoft Teams, it has complexity and requires more technical know - how and configuration. It also involves setting up your own session border controller (SBC) infrastructure and connecting it to a Microsoft Teams environment, which can be time-consuming, more expensive and challenging for non-telecom administrators.

Operator Connect has revolutionized this landscape by simplifying adoption and offering a user-friendly setup. Organizations no longer need to navigate complex configurations or invest heavily in infrastructure to connect their communication systems to Microsoft Teams.

Operator Connect also simplifies telephony management by centralizing control and administration, providing a more user-centric and customizable experience. Customers can assign phone numbers to new users, manage their calling plans manage their calling plans and configure call routing – all within a unified interface on the Microsoft Teams platform. This is particularly helpful for IT admins, as they can easily manage everything in one place.

Moreover, Operator Connect provides scalability that Direct Routing does not – this allows organizations to easily accommodate growth and changing needs including mobility requirements better suited to Operator Connect.
It offers enhanced flexibility by enabling connections with multiple telephony providers and empowers organizations to choose the provider that best suits their requirements.

With these advancements, Operator Connect has transformed telephony from being accessible only to larger enterprises through Direct Routing to becoming a widely accessible and mainstream communication solution for organizations of all sizes. NTT solution architects are also well versed in leading with Operator Connect and including Direct Routing for specific complex customer scenarios if required.

Operator Connect

What is it?
Native, Carrier-grade interconnection to activate Voice into Teams. Only available via select Carriers globally. Provides better Voice integration, administration & supportability features.

Typical Deployment time for any organization is within one week of selection, via the portal.

High Availability	**Yes,** dual redundant in every location
Requires customer-side infrastructure (ie SBC, SIP trunks)	**No**
Requires Professional Services to deploy	**No**
Integrated support between NTT and Microsoft	**Yes**
Native automation	**Yes,** full onboarding/ provisioning
Administration via Microsoft Teams admin center	**Yes**
Average Deployment speed	~1 week*
Consolidated VoIP + PSTN Telephony usage reporting	**Yes**
Compatible with specific requirements (BYOC, analog endpoints,…)	**Limited**

*excluding porting time
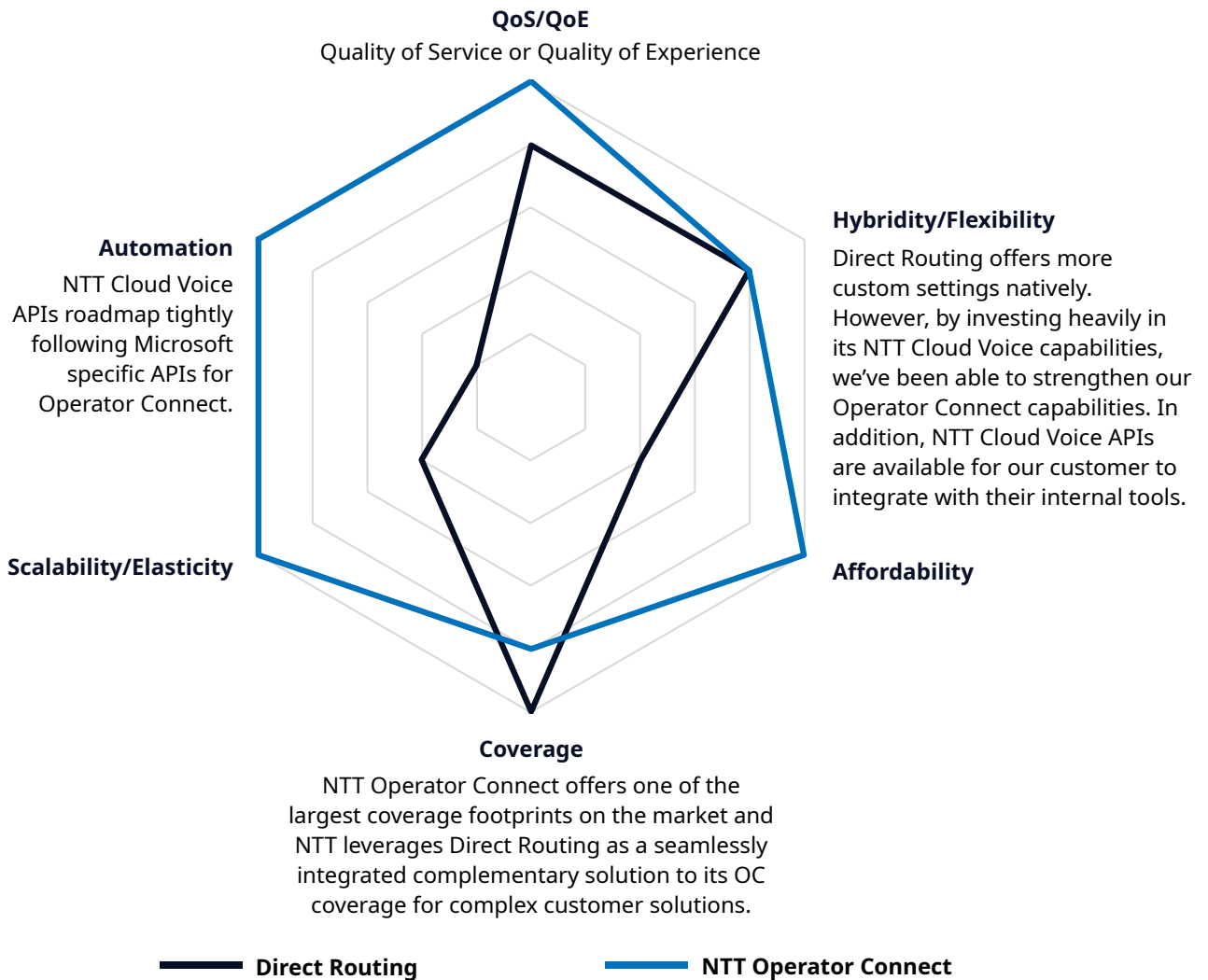
Direct Routing

What is it?
Enterprise-grade interconnection to activate Voice into Teams. Initially built for enterprises to integrate their existing Carrier services into Teams (Bring Your Own Carrier).

Typical deployment time, for organizations over 1,000 users is 3-6 months.

High Availability	**Not guaranteed,** dependent on failover SBC at high cost
Requires customer-side infrastructure (ie SBC, SIP trunks)	**Yes or Provider Hosted**
Requires Professional Services to deploy	**Yes**
Integrated support between NTT and Microsoft	**No**
Native automation	**No**
Administration via Microsoft Teams admin center	**No**
Average Deployment speed	~3-6 months*
Consolidated VoIP + PSTN Telephony usage reporting	**No**
Compatible with specific requirements (BYOC, analog endpoints,…)	**Yes**

*excluding porting time

NTT Operator Connect vs. Direct Routing

QoS/QoE
Quality of Service or Quality of Experience

Hybridity/Flexibility

Direct Routing offers more custom settings natively. However, by investing heavily in its NTT Cloud Voice capabilities, we've been able to strengthen our Operator Connect capabilities. In addition, NTT Cloud Voice APIs are available for our customer to integrate with their internal tools.

Automation
NTT Cloud Voice APIs roadmap tightly following Microsoft specific APIs for Operator Connect.

Affordability

Scalability/Elasticity

Coverage
NTT Operator Connect offers one of the largest coverage footprints on the market and NTT leverages Direct Routing as a seamlessly integrated complementary solution to its OC coverage for complex customer solutions.

━━━ **Direct Routing**   ━━━ **NTT Operator Connect**

Innovation through collaboration with Microsoft

From the outset, NTT has offered some of the most extensive telephony coverage of all Operator Connect partners, and we have remained committed to providing exceptional service.

As a Microsoft Solutions partner for Modern Work – and one of the handful of partners already included at the launch of Operator Connect – we maintain a close partnership with Microsoft, working collaboratively to continually adapt and improve the service to ensure optimal functionality and user experience.

At the time we write this, there are more than 70 Operator Connect providers in the market, and the list will continue to expand. However, being the partner that has onboarded the most Operator Connect users thus far means we have a significant advantage in terms of our expertise and experience. This allows us to refine our implementation processes, streamline operations and optimize costs for our clients.

Making Operator Connect a success for our clients

Using Operator Connect has helped our clients achieve cost savings and efficiency in several ways. First, because it eliminates the need for on-premises infrastructure and capital expenditure, the operating costs associated with maintaining and upgrading infrastructure are greatly reduced.

Second, with Operator Connect, organizations can avoid the costs of deploying and managing their own PSTN connectivity. This helps to cut calling costs and can result in significant savings over time.

One of the key advantages of Operator Connect is its speed of deployment, enabling organizations to quickly establish their telephony services without extensive delays or disruptions. At NTT, we've developed efficient workflows and automated provisioning systems to expedite the onboarding process. By eliminating unnecessary complexities and minimizing manual configurations, organizations can get their telephony services up and running quickly.

Finally, Operator Connect improves operational efficiencies by allowing organizations to consolidate their communication services within the Teams platform. So, they can reduce the time and effort required to manage multiple communication systems.

Setting the stage for further innovation

Over the past two years, Operator Connect has evolved technically with the addition of updated admin interfaces with search and filter functionalities and more application programming interfaces (APIs) to facilitate number migration from Direct Routing.

To keep up with customer needs, Microsoft has also added Operator Connect Conferencing a few months after and NTT is part of a handful operators capable of delivering the service.

Essentially, Operator Connect by NTT is designed to be flexible enough to adapt to different settings. This make it easier than ever for users to connect from wherever they are – whether they are in a boardroom using a more sophisticated room systems or working from the comfort of their home.

Operator Connect by NTT delivers more than integrated voice

As you consider which partner to work with, you'll likely consider the journey ahead, what you'll need now and down the line. A full-stack managed services provider like NTT can take your Operator Connect implementation to the next level by offering end-to-end support. We can manage every aspect of your communication needs, from initial design and implementation to ongoing maintenance – as and when you need it.

On one hand, we offer a light-touch service, included within your subscription costs. This lets you completely self-operate and just ask for assistance when, needed. On the other hand, we also offer a fully managed service that will support you and give you full peace of mind over every aspect of your cloud telephony. This includes extending on-premises connectivity with supported SBCs and protecting your devices with our Uptime service.

We also offer customizable solutions for organizations with specific needs, including packages that feature compliance recording, call-queue support, contact-center capabilities, and video interoperability.

Our understanding of our clients and their essential requirements mean that – as standard – you'll also benefit from a range of business-critical additions to our Operator Connect service. These include dynamic E911 and call queuing as well as other additional support services. You can rest assured that your communication infrastructure is running smoothly and that you are getting the most out of your investment in Operator Connect.

Serving 190 countries with network, data and cloud services, we can work with you to deliver a full PSTN replacement service in 39 countries consolidating carriers for global multinational customers by eliminating complexities of local contracts and pricing.

We offer a fully managed service that will support you and give you peace of mind over every aspect of your cloud telephony. Our dedicated support teams are available to address any concerns, provide guidance during implementation, and offer ongoing technical assistance.

Not only do we know our own network inside out, we have more than 300 certified Microsoft experts to support you along the way.

Our dedicated support teams are available to address any concerns, provide guidance during implementation, and offer ongoing technical assistance. This level of support ensures that organizations can leverage telephony solutions effectively, even without extensive internal resources or expertise.

Our experience in delivering telephony services and our Microsoft Solution Partner for Modern Work status assures we deliver the reliability that organizations require for voice services.

We also offer customizable solutions for organizations with specific needs, including packages that feature **compliance recording, call-queue support, contact-center capabilities, and video interoperability.**

Take the next step

Look a little closer at both Microsoft Operator Connect and the partner you choose to work with. With NTT, you'll soon enjoy not just the savings and the coverage but also discover the reliability and support you need. We also offer a wider range of services in complementary areas of modern workplace solutions to help our clients achieve their digital transformation.

Ready to transform your telephony and how your organization uses Microsoft Teams? Learn more about how we can help.

Contact us

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