# Global Connectivity with a Platform-Agnostic solution

In today's business environment, effective communication is important for operational efficiency. Tata Communications' Global Telephony and Equipment As-a-Service portfolio offers enterprise voice services designed to facilitate global connectivity through straightforward, adaptable options.

Tata Communications' integrated offering

Combines global telecom voice services with Session Border Controller as a Service (SBCaaS), Analog Telephone Adapter as a Service (ATAaaS), and IP Phone as a Service (IP Phones). It delivers wholistic global PSTN voice access solution for even the most challenging use cases, all within an easy subscription-based model.

Global telecom PSTN voice services	Equipment "as-a-service"	Management platform
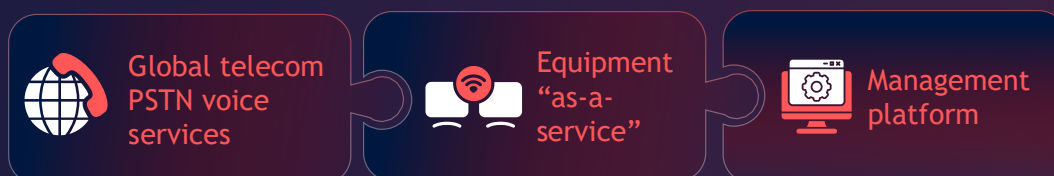
Global voice coverage for enterprise needs

Traditional telephony infrastructure often involves complex setup, significant capital investment, and challenging lifecycle management. Tata Communications provides an integrated, subscription-based model that includes telecom voice services, Session Border Controller as a Service (SBCaaS), Analog Telephone Adapter as a Service (ATAaaS), and IP Phone as a Service.

Platform-agnostic connectivity
Compatible with on-premises, cloud, or hybrid telephony environments, supporting all major IP PBX and Cloud UC platforms.

Integration capabilities
Can integrate with Tata Communications and existing carrier services for transitions to cloud-based Unified Communications.

Comprehensive equipment portfolio
Provides Cloud and Premises SBCs, ATAs, IP phones, SIP trunking, and more, all available as-a-service.
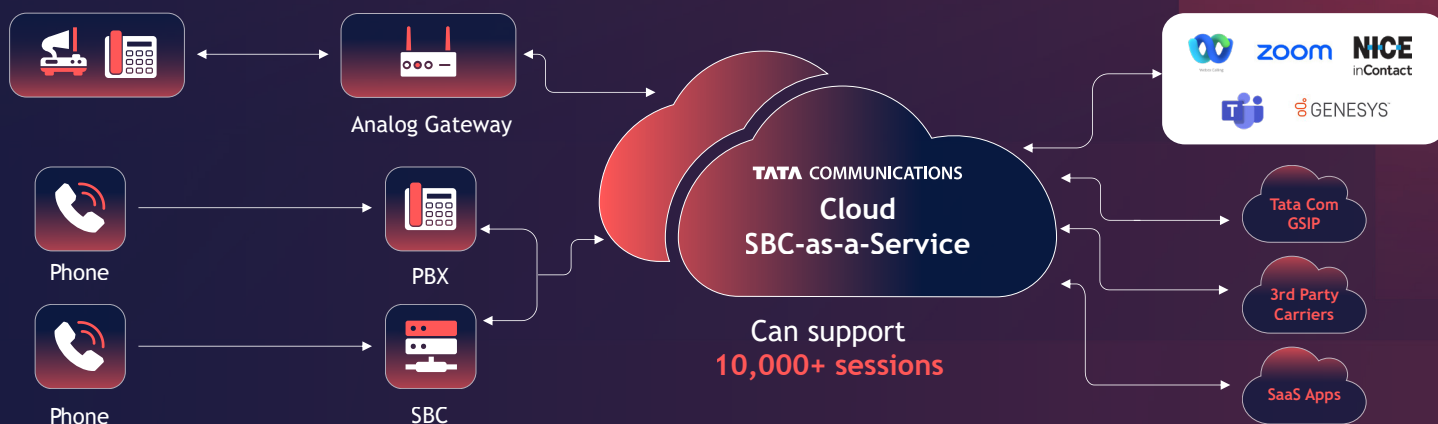
Monthly subscription model
Hardware and telecom services are bundled into a standard monthly payment.

Flexible numbering solutions
Offers domestic, local, toll-free, and international toll-free numbers.

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Platform agnostic—designed for scale

Analog Gateway

Phone

Phone

PBX

SBC

TATA COMMUNICATIONS
**Cloud
SBC-as-a-Service**

Can support
10,000+ sessions

zoom

NICE
inContact

GENESYS

Tata Com GSIP

3rd Party Carriers

SaaS Apps

Tata Communications' solution enables organisations to operate across various technological environments. Enterprises can use on-premises or cloud-based Session Border Controllers, Analog Telephone Adaptors and gateways for legacy systems, and Unified Communications tools such as IP phones and SIP trunking. The solution supports multiple numbering formats, including Direct Inward Dialing (DID) and International Toll Free Service (ITFS).

Tailored architecture

Offers both cloud and premises-based deployments.

Consistent user experience

Centralised management for uniform experiences across deployment methods.

Interoperability

Supports integration with diverse communications and carrier ecosystems.

Subscription model

The subscription-based approach allows telephony services to be treated as operational expenses, supporting scalability according to business needs. Lifecycle management and upgrades are managed as part of the service.

OPEX over CAPEX

Aligns expenditure with operational usage.

Lifecycle and security management

Devices remain current and secure, with managed upgrades.

Scalability

Facilitates hardware and service scaling based on requirements.

Support services

Includes monitoring, maintenance, and response services.

Portfolio overview

ATA-as-a-Service (ATAaaS)
Supports analog device integration and POTS replacement.

Cloud SBC-as-a-Service and Premises SBC-as-a-Service
Provides Cloud and Premises SBCs, ATAs, IP phones, SIP trunking, and more, all available as-a-service.

Tata global SIP voice
Integrates for enterprise voice, compatible with existing carriers.

Device and session route management platform
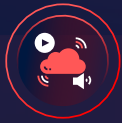Centralised platform for configuration and monitoring.

Service models
Available as fully managed, standard managed, or tailored managed options.

Global availability and coverage

Tata Communications provides voice and telephony services in regions representing over 90% of global GDP, covering North America, Europe, Asia, Latin America, Africa, and more.

UK
Ireland
France
Poland
Germany
Belgium
Switzerland
Italy
Spain
Portugal

Norway
Sweden
Denmark
Netherlands
Austria
Czech Republic
Hungary
Romania
Luxembourg

Canada
USA
Mexico
Costa Rica
El Salvador
Panama
Colombia
Ecuador
Peru
Paraguay
Chile
Argentina
Brazil
Dominican Republic
Puerto Rico

Russia
Ukraine
China
South Korea
Japan
Taiwan
Hong Kong
Bangladesh
Thailand
Myanmar
Laos
India
Vietnam
Sri Lanka
Philippines
Indonesia
Malaysia
Singapore
Kenya
Uganda
South Africa
Australia
New Zealand

Azure

Legend:
- Cloud number service
- Domestic voice service* (PSTN replacement)
- Azure — Hosted SBC and management platform

Cloud number and domestic voice service

Available in over 58 countries.

Cloud voice services

Offered in over 50 countries.

International Toll-Free Service (ITFS)

45 countries with universal freephone numbers in 65 countries, supporting local, national, and international calls.

Extensive global reach

Cloud/Premises SBCaaS and voice services provides a consistent user experience for PSTN access in locations around the world.

Services enable local presence

Regulatory compliance, and easy accessibility in key markets globally.

Carrier and platform agnostic

Operates seamlessly with multiple UC platforms, Tata Communications voice solutions and existing carrier services.

Hosted globally redundant infrastructure

Infrastructure Global High-Availability infrastructure hosted in North America, Europe, Asia.

Business considerations

Cost predictability

Subscription pricing and bundled services help manage costs.

Workforce flexibility

Provisioning of devices for remote and hybrid teams.

IT Resource optimisation

Device management can be outsourced.

Security and compliance

Regularly updated hardware and compliance monitoring.

Scalability and flexibility

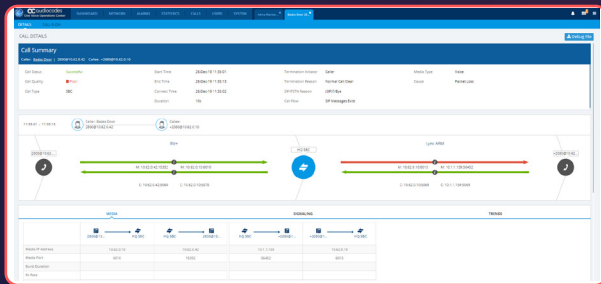Solutions can be scaled or customised as needed.

Sustainability

Practices for responsible recycling and data destruction.

Technology refresh cycles

Maintains updated equipment through regular refresh cycles.

Tata Communications management platform

Centralised global management platform for session border controllers and gateways

Cloud-hosted architecture

Scalability to support thousands of Session Border Controllers, gateways, and voice endpoints

Real-time monitoring of call quality with advanced root cause analysis

Comprehensive end-to-end Quality of Service oversight

Global routing capabilities for both Session Border Controllers and gateway endpoints

Centralised network routing management

Centralised operations

Organisations can utilise a unified solution for global telephony, integrating with existing carrier relationships, promoting consistency, and enabling critical collaboration. With a robust portfolio that spans cloud communications, managed network services, and secure connectivity solutions, Tata Communications empowers enterprises to optimise their communication networks with reliability and scalability.

Contact information

For more details about Tata Communications' Global Telephony and Equipment As-a-Service, contact Tata Communications for information on enterprise communication solutions.

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For more information, visit us at www.tatacommunications.com