

# TATA COMMUNICATIONS WITH MICROSOFT TEAMS DIRECT ROUTING

## OUR FULLY MANAGED PLAN ENABLING VOICE FOR MICROSOFT TEAMS



### MANAGED PLAN



### SERVICES INCLUDED

#### GLOBAL SIP SERVICES

- Enabling O365 tenant for voice
- Configure Tata Global SIP trunks to Microsoft phone system
- Fraud Management
- 24/7 Global SIP support

#### TENANT USER MANAGEMENT

- New user Microsoft Teams and phone system license activation
- Moves, adds, changes, deletes
- Microsoft escalation support

#### USER ENABLEMENT

- Setup and configuration of direct routing with Microsoft Teams and phone system
- Setup and configuration of voice policies
- Setup and configuration of users

#### TRAINING

- Customised online end user training
- Dedicated training manager

#### MANAGEMENT and MONITORING

- Proactive site monitoring of SIP and PSTN voice sessions
- Signalling capture and analysis
- Performance and capacity management
- O365 service availability tenant monitoring
- CPE analyser release and asset management

#### 24/7 MANAGED SUPPORT

- Includes 1 Freephone support number
- New user provisioning
- Change management for Microsoft Teams and phone system
- Tier 2-4 escalated Microsoft Teams and phone system troubleshooting
- Site-based performance trending and reporting
- Quarterly services reporting

\*PSTN Usage Rates Charged Separately

# TATA COMMUNICATIONS WITH MICROSOFT TEAMS DIRECT ROUTING

## OUR BASE PLAN ENABLING VOICE FOR MICROSOFT TEAMS



### CONNECT PLAN



### SERVICES INCLUDED

#### GLOBAL SIP SERVICES

- Enabling O365 tenant for voice
- Configure TATA Global SIP trunks to Microsoft phone system
- Fraud Management
- 24/7 Global SIP support

#### TENANT USER MANAGEMENT

- New User Microsoft Teams and phone system license activation
- Moves, adds, changes, deletes
- Microsoft escalation support

#### USER ENABLEMENT

- Setup and configuration of direct routing with Microsoft Teams and phone system
- Setup and configuration of voice policies
- Setup and configuration of users

#### TRAINING

- Customised end user training
- Dedicated training manager

#### 24/7 MANAGED SUPPORT

- New user provisioning
- ITIL change management process for Microsoft Teams and phone system
- Tier 2-4 escalated Microsoft Teams and phone system troubleshooting
- Quarterly services reporting
- Includes 1 Freephone support number

\*PSTN Usage Rates Charged Separately

## OUR FLEXIBLE CUSTOM PLAN ENABLING VOICE FOR MICROSOFT TEAMS



### CUSTOM PLAN



### A LA CARTE SERVICES

#### GLOBAL SIP SERVICES

- Enabling O365 tenant for voice
- Configure Tata Global SIP trunks to Microsoft phone system
- Fraud Management
- 24/7 Global SIP support to O365 tenant

#### TENANT USER MANAGEMENT

- New user Microsoft teams and phone system license activation
- Moves, adds, changes, deletes
- Microsoft escalation support

#### TRAINING

- Customised online end user training
- Dedicated training manager

#### USER ENABLEMENT

- Setup and configuration of direct routing with Microsoft Teams and phone system
- Setup and configuration of voice policies
- Setup and configuration of users

#### MANAGEMENT AND MONITORING

- Proactive site monitoring of SIP and PSTN voice sessions
- Signalling capture and analysis
- Performance and capacity management
- O365 service availability tenant monitoring
- CPE analyser release and asset management

#### 24/7 MANAGED SUPPORT

- Includes 1 Freephone support number
- New user provisioning
- Change management for Microsoft Teams and phone system
- Tier 2-4 escalated Microsoft Teams and phone system troubleshooting
- Site-based performance trending and reporting
- Quarterly services reporting

\*PSTN Usage Rates Charged Separately