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Move Voice Services to Microsoft Teams

Oracle Customer Solutions for Industries- Communications

Change is happening at an unprecedented pace: work-at-home models are driving enterprises to evolve communications infrastructures more rapidly than ever before. Oracle Communications is committed to supporting organizations as they face new priorities relating to voice, video, and collaboration.

Oracle Customer Solutions for Industries - comms significantly facilitates the adoption of voice services within Microsoft Teams. Our consultants configure your Oracle Communications Session Border Controllers (SBCs) so that they support and secure voice services within Microsoft Teams implementations; we seamlessly migrate existing dial plans, users and call flows into your new Microsoft Teams infrastructure; and our Managed Services ensure that Microsoft Teams runs as smoothly as possible in your environment.

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Communications

Customer Solutions for Industries – Comms – Microsoft Teams off-net calling requires the use of SBCs

Microsoft Teams natively allows parties to connect to one another on-net using the Microsoft Teams client. Connecting to an external party – whether a customer, a colleague's mobile number, or even a conference bridge on the Public Switched Telephone Network (PSTN) – requires the enterprise to use Microsoft Teams Direct Routing to steer the call through a carrier SIP trunk. This capability is only made possible with an SBC: a communications network device that secures IP based voice and video calls while ensuring reliability and interoperability.

What makes the situation all the more challenging is that while Microsoft Engineers help with Microsoft Teams setup, it is the responsibility of the enterprise to install and configure SBCs to support Microsoft Teams Direct Routing, and to migrate users into the new infrastructure. The complexity of these configurations and their underlying technical requirements can often overwhelm the capabilities of enterprise IT organizations, adding further strain to an urgent situation.

"With our faculty and students having to shift to at-home learning, our move to Microsoft Teams became mission critical. Oracle Communications Consulting deployed our SBC with SIP trunk connectivity and Microsoft Teams integration in short order. We couldn't have handled that complexity on our own."
- Vice President of Enterprise Infrastructure for a prominent U.S. university

Oracle enabled voice services within Microsoft Teams by:

- Securing communication between end users and Microsoft Team servers
- Routing off-net calls to their destination through carrier SIP trunks
- Migrating existing dial plans, end users and SIP call flows into Microsoft Teams
- Performing proactive health checks to ensure proper SBC operation
- Providing reactive support in the event that issues arise, or troubleshooting is required
- Delivering scheduled reports that share insight into the performance of your SBC environment

Oracle Customer Solutions for Industries – Communications provides critical Microsoft Teams deployment services

- **Microsoft Teams setup**: Our Consultants ensure that your SBCs are properly configured to communicate with the Office 365 Cloud; using capabilities such as Direct Routing and media bypass, we provision your SBCs to route off-net calls to carrier SIP trunks
- **Securing communications with TLS/SRTP**: Our Consultants administer security certificates required to encrypt Microsoft Teams communication
- **Ensuring PBX interoperability**: Our Consultants configure your SBCs in a manner that preserves calling features on enterprise PBXs from vendors such as Cisco, Avaya
- **Go-Live support**: Our Consultants support your organization's production cutover, ensuring a smooth transition to Microsoft Teams
- **Managed Services**: Our organization provides post-production assistance to troubleshoot issues and accelerate problem resolution

Excel at migrating customers to Microsoft Teams

When organizations shift to Microsoft Teams, the most challenging activity is the migration of dial plans, end users and complex call flows from existing Unified Communications environments. These tasks require a significant amount of planning and proficiency. Oracle Customer Solutions for Industries – Comms brings unparalleled experience migrating countless organizations to Microsoft Teams – from small enterprises to Fortune 500 companies boasting some of the world's most complex networks. No other SBC vendor comes close to what Oracle can do: with powerful interworking features such as Header Manipulation Rules and Local Route Tables, our capabilities are unmatched.

Trust the experts

Our team has spent two decades using SBCs to bridge communications networks together; thousands of enterprises worldwide trust Oracle to secure their voice networks. You can rely on Oracle Customer Solutions for Industries – Comms to accelerate the migration of your voice, video and collaboration services to Microsoft Teams while alleviating your IT organization of the underlying technical complexities.

Connect with us

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