

Managed Service for Teams Calling

Accelerate your entry into the Operator Connect program

As businesses continue to select Microsoft Teams as the preferred hub for conducting day-to-day communications, Operators have been quick to address users' need to connect to the Public Switched Telephone Network (PSTN). To improve the end-user experience and shift control to the business administrator, Microsoft introduced Operator Connect, a program that makes it easier for Operators to offer PSTN access to Microsoft Teams users.

Operator Connect simplifies importing and the administration of phone numbers by directly interfacing with an Operator's phone network, streamlining provisioning and management of users.

Metaswitch's Managed Service for Teams Calling fulfills the multi-tenant, Operator-hosted Microsoft certified SBC requirement for telcos participating in the Operator Connect program. The Managed SBC connects Microsoft Teams APIs to the Operator's existing OSS/BSS systems enabling single pane administration within your customer's Microsoft Teams tenant, allowing flow-through provisioning at the telco.

Why Managed Service for Teams Calling?

Managed Services for Teams Calling is deployed in the telco's Azure tenant, then configured and supported by a dedicated Metaswitch 24x7 virtual Network Operations Center (vNOC). Telcos can get their Operator Connect service to market quickly while enabling them to focus on delivering an exceptional customer experience instead of dealing with the complexities of deploying and managing network infrastructure.

- **Faster time to market:** It can take most operators almost a year to launch Operator Connect on their own, given the complexities of SBC and API integrations. With our managed service, you don't have to struggle with deploying infrastructure and can focus on go-to-market activities.
- **Financial certainty:** The rapid growth of Microsoft Teams and Teams calling likely outstripped CAPEX planning, and the cost to support Operator Connect has not been budgeted. Managed Services for Teams Calling shifts costs to an OPEX model so that you pay as you grow in line with service demand.
- **API mediation:** Our pre-built platform integrates with Operator Connect APIs to handle infrastructure, number management, call detail records (CDR), and hooks into the Operator's OSS/BSS platforms.
- **Service quality:** Metaswitch is committed to delivering the best quality service in the market, enabling you to meet your business service level agreements (SLAs).
- **Future-proof:** Designed to support the evolution of calling scenarios within the Operator Connect program.

