nexVortex Microsoft Teams Information

TUESDAY, NOVEMBER 5th, 2019 at 2pm EST

Key Slides from Webinar

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nexVortex

Know anyone else who should attend this Webinar?

- ## Next Teams Webinar - November 7th at 2pm EST

  Register through Landing Page

  https://www.nexvortex.com/ms_teams_webinar/

  Or email partners@nexVortex.com

- ## Karis Law E911 Webinar - November 11th at 2pm EST

  Register through Landing Page

  https://www.nexvortex.com/e911-education

  Or email partners@nexVortex.com

TODAY'S PRESENTER

MIKE NOWAK

Vice President of Sales (GRAND RAPIDS, MI)

✔ You can contact him at **mnowak@nexVortex.com** or 616.259.0601

COMPANY SNAPSHOT

✔ **13 years delivering commercial service**

✔ **Own, Operate, & Develop Call Processing, Portals, and Billing Platform**

✔ **History of Interop Testing with PBX Platforms and SD WAN Providers**

✔ **"Sell With" Channel Program**

Office 365

- ✔ 1.2 billion users of Microsoft Office

- ✔ 155,000,000 active business users of 365

- ✔ An analysis of over 135,000 organizations found that ~56% of companies were using Office 365 in 2018 – up from ~35% in 2016

Microsoft Teams

Teams is a unified communications platform that combines chat, email, video, meetings, file storage, and application integration.

Teams is a Feature, Not a Product

Microsoft Teams Rapid Growth

Microsoft Teams
Celebrating 2 years of continued growth

500,000+
More than 500,000 organizations use Teams
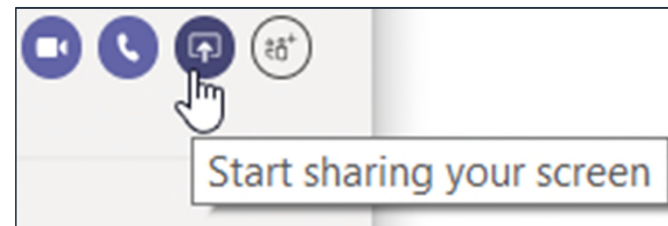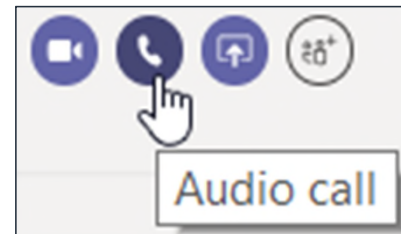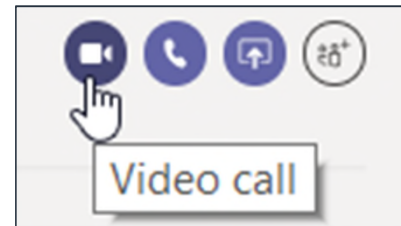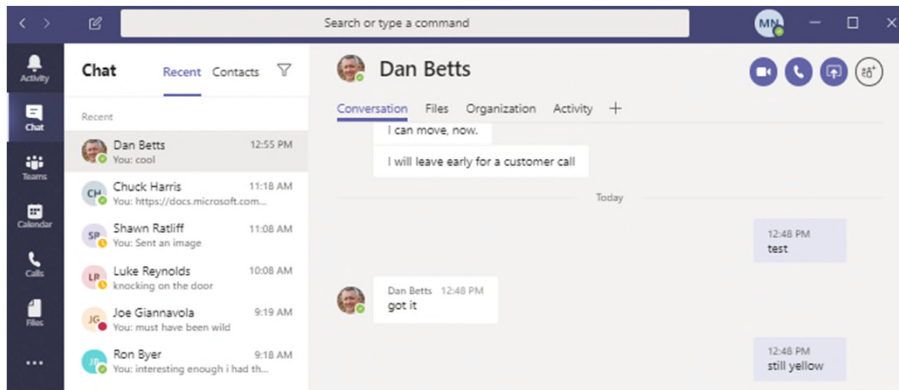
91%
91 Fortune 100 companies use Teams

44+
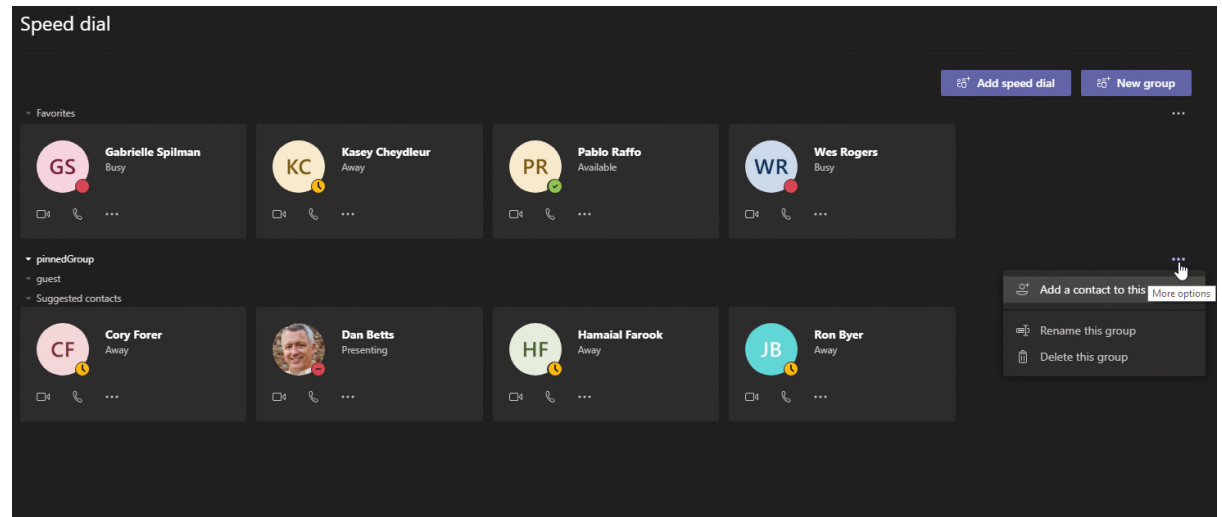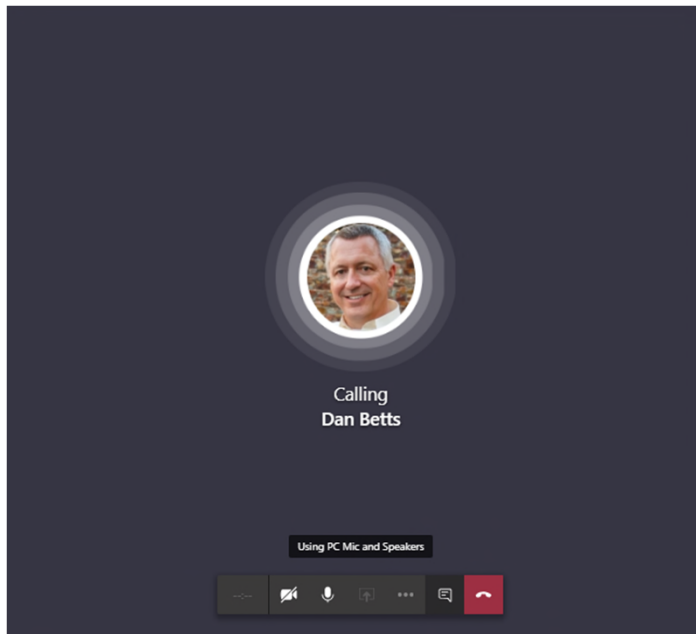In 181 markets with support for 44 languages and growing

10,000+
150 organizations have 10,000 or more active users

Teams IM Client

Teams to Teams User Calls

Teams Federations

✔ Open Federations/External Access

✔ Guest Federations

    – Limits based on your Azure AD licensing

        • Usually 5 Guests per Employee

    – No License required

    – Permissions can be managed by Teams Admin

Teams allows those belonging to other organizations to connect via chat, calls, video calls, screen share and share files.

Microsoft Phone System

✔ Phone System represents the technology for enabling PBX capabilities in the Office 365 Cloud.

✔ Enables Teams users to place/receive outside calls.

✔ Contains other features such as:

- Auto-Attendants/Call Queues
- Call Forwarding
- Caller ID
- Call Routing

Supported Phones & Devices

Microsoft Teams Devices

Room Systems

CRESTRON · hp · Lenovo · logitech · Polycom · Yealink

Room Phones

CRESTRON · Polycom · Yealink

Personal Devices

audiocodes · Jabra · plantronics · SENNHEISER · Yealink · CRESTRON

Phones must be loaded with Teams Firmware and have Microsoft Device License
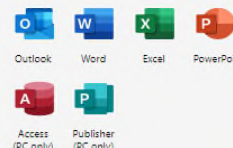
Source: dmunified Nov 2018

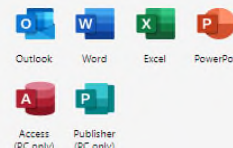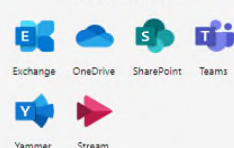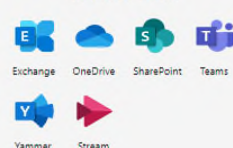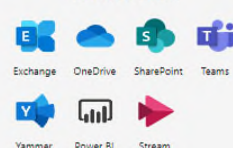# Office 365 Licensing & Phone System

Step 1 = 365 Licenses

- Customer must have E class license. Each user can have a different license type.

Step 2 = Phone System License

- Microsoft customers must have "Phone System" licenses for calling capabilities beyond Teams user to user.

  - E1: $8.00 extra per mo – per user
  - E3: $8.00 extra per mo – per user
  - E5: Included

- User will also need a calling plan or Direct Routing PTSN access provider.
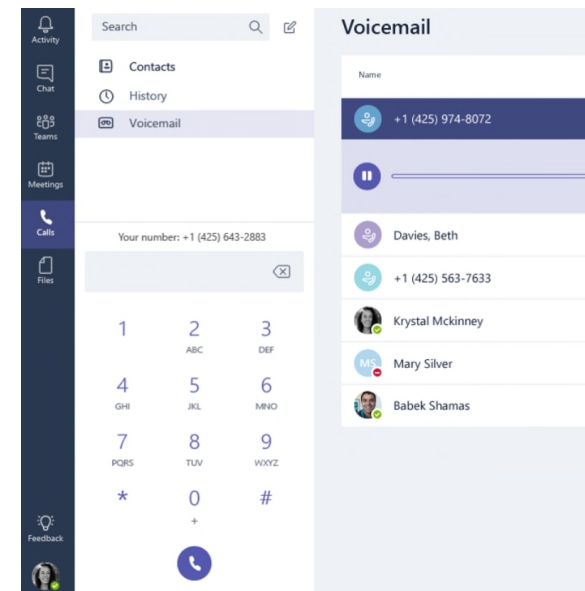
Step 3 = Direct Routing or Microsoft Calling Plan

Direct Routing allows a customer to choose their telecom provider to enable their users to make and receive PSTN calls in Teams.

Or

Microsoft Calling Plans can be purchased for each user.

Office 365

Microsoft Teams

Phone System

Microsoft Calling Plans

Direct Routing in Teams
(Telco Calling Services)

PSTN ACCESS: MICROSOFT CALLING PLANS

Commonly Used Microsoft Calling Plans

|	
Domestic 120 Minutes per user	$6 per Month
Domestic 3000 Minutes per user	$12 per Month
International: Domestic 3000, 600 International	$24 per Month

Considerations
- Per User Plans
- No 3rd party PBX Trunk Sharing
- Microsoft Number Porting, Billing & Support
- Microsoft Promotes Direct Routing

Office 365
- Microsoft Teams
- Phone System
- Microsoft Calling Plans
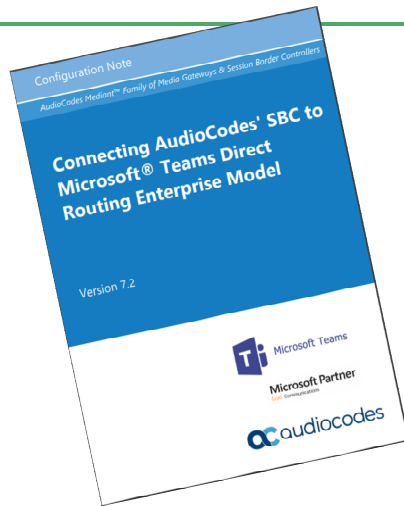- Direct Routing in Teams (Telco Calling Services)

PSTN ACCESS: Direct Routing

✔ What is Direct Routing?

- Direct Routing lets you connect a supported, customer provided SBC to Microsoft Phone System.

- nexVortex can connect via the use of an AudioCodes SBC or alternative certified SBC.
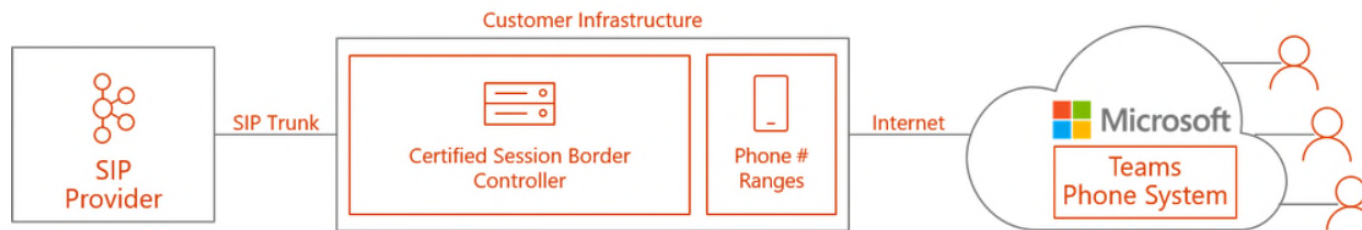
AudioCodes Certified

nV is certified & tested with both AudioCodes physical and virtual SBCs.

AudioCodes VE SBC
Purchased **directly** from the Azure Marketplace. Provides direct routing capability without the need for hardware.

AudioCodes Hardware (Mediant Series)
Comes preconfigured for a set number of licenses, can be upgraded with the purchase of additional software.

nexVortex Sharable Trunk Plans

Office 365
- Microsoft Teams
- Phone System
- Microsoft Calling Plans
- Direct Routing in Teams (Telco Calling Services)

$19.99 per sharable Trunk

- Includes Unlimited Minute Calling and DID with Disaster Recovery
- Additional DIDs, Toll Free, E911 registered locations can be added
- International Calling can be activated through portal
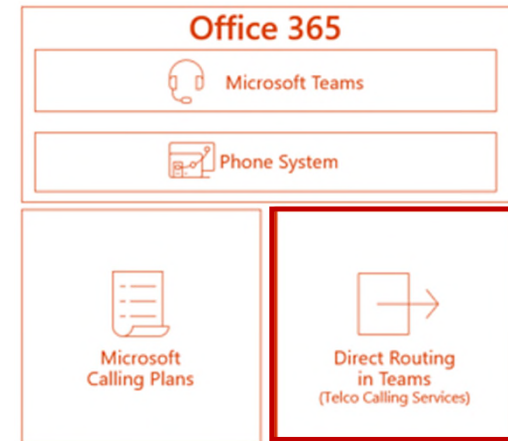- Pricing is based on 20 or more trunks on 3 year term

Audiocodes

Virtual SBC

Sharable Trunks

nexVortex trunks to be shared Across multiple SBCs or SBCs & PBXs

On Prem PBX

Avaya

Microsoft Phone System Features

Whats Missing:
- *Advanced Call Routing*
- *Call Recording*
- *Contact Center Features*
- *Reporting*
- *Parking*
- *Intercom/Paging*
- *E911 Management*
- *Faxing*

According to Gartner: Teams telephony lacks APIs for contact center, CRM and attendant console integration. Hence, many Teams telephony customers must keep 10% to 20% of users on the legacy PBX platform.

Existing Phone System with Teams
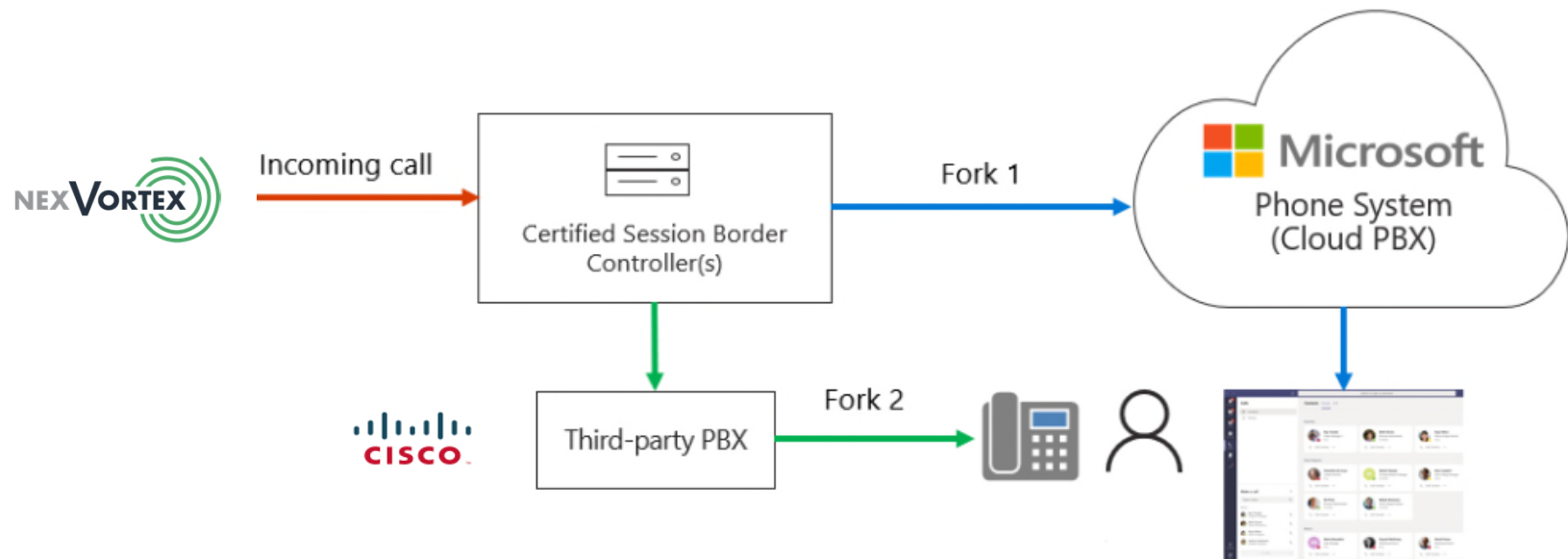
SBCs that support call forking can send calls to Teams Phone System or a certified/tested PBX.

# nexVortex Trunk Sharing

Trunk Resources Shared

TRUNK RESOURCES SHARED

✓ Avoid Under-Utilization Waste

✓ Share Resources on Demand

✓ Autodetecting Failover

nexVortex Disaster Recovery & Routing Control

Autodetecting Disaster Recovery
Included Free with Every SIP Account

Disaster recovery rules:
- ✔ Individually preset by TN or Toll-Free Number
- ✔ IP address, DNS, or phone number
- ✔ Managed through our easy-to-use-portal
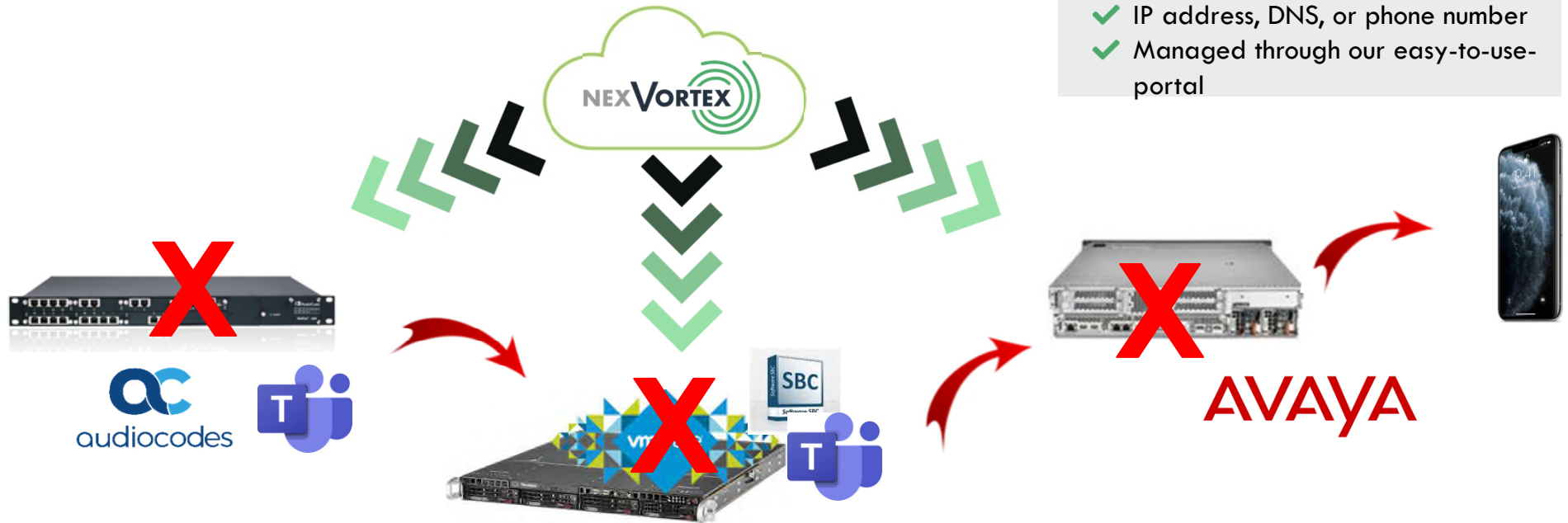
Autodetecting Disaster Recovery

AUTODETECTING   PRESET FAILOVER   **WEB PORTAL CONTROL**   FAILOVER TO PHONE #'S OR IP ADDRESSES

nexVortex Teams Sweet Spots

✔ Those interested in a phased rollout or considering Teams in the future

- Select a Future Proof Service

✔ Companies who are going to maintain an on-premise PBX with their Teams deployment

✔ Companies with both On-Prem & Virtual SBCs

nV TRUNK RESOURCES

DIRECT ROUTING TO
MICROSOFT PHONE SYSTEM

CERTIFIED SESSION BORDER CONTROLLER(S)

SIP TO PBX

Mitel   CISCO   AVAYA

SIP WITH PRI HANDOFF

nexVortex Provided SBC

SIP WITH nV HOSTED VOICE OR
HOSTED CONTACT CENTER

HOSTED VOICE   cloudQ

DIDs • CENTRALIZED PORTAL CONTROL • OUTBOUND CALLING • E911 RE-ROUTING • SELECTIVE NUMBER ROUTING • TOLL FREE • INTERNATIONAL CALLING • AUTOMATIC DISASTER RECOVERY • INBOUND CALLING

nexVortex VOICE TRUNK RESOURCES

SUMMARY

✔ nexVortex reduces risk with future proof solutions such as the ability to start on one service with the ability to migrate to another later

✔ Great fit for customers who want to Migrate to Teams over Time or run hybrid configurations

✔ Advanced Voice Routing Capabilities that include trunk sharing, auto detecting disaster recovery and E911 capabilities

✔ "Sell With" Program to help our Channel Partners design the appropriate solution

Thank You

www.nexVortex.com

An Uncommon Company

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