



Understanding Microsoft Teams Calling Options

How to Unlock Team's Full Potential

Contact

1 (877) 311-8750
hello@g12com.com

G12
communications



Is your company considering Microsoft Teams?

Connect to Teams is a powerful add-on that allows you to fully unlock Microsoft Teams business phone functionality using your existing IP PBX or our Cloud PBX solution. This service is ideal for companies that want to do more with Microsoft Teams, but need a flexibility to pursue change on their terms.

Introducing Microsoft Teams

Today's ever-changing work environment demands better teamwork and flexibility from businesses of all sizes. Keeping your employees connected, informed, and engaged means implementing the right tools that can unite productivity and business.

Microsoft Teams was designed as a central hub for teamwork, eliminating the need for your employees to bounce back and forth between multiple apps and logins. The all-in-one platform aims to streamline collaboration, communication, and project visibility, boosting productivity while reducing support costs.

The Modern Workplace Is Remote

Effective communication and collaboration are key to the success of any business. Making sure your employees have access to the right collaboration tools is essential for maintaining productivity, especially in today's remote working environment.

In the wake of the COVID-19 pandemic, [88% of organizations](#) have encouraged or required employees to work from home. While such a large-scale shift to remote work was both sudden and unprecedented, the work-from-home movement has been taking shape for more than a decade.

Remote work may be the new norm—even after the pandemic. According to the US Census Bureau and the Bureau of Labor Statistics, 4.7 million people were working remotely before the pandemic. Between 2005 and 2018, remote work in the US [grew by 173%](#).

The future of work is remote. And while many businesses have rushed to implement a temporary work-from-home solution, many of these solutions aren't optimized for long-term usage. G12 Communications can help you find a future-proof solution that integrates Teams into your existing workflows.

The Future of Collaboration

Microsoft Teams is the fastest-growing collaboration tool on the market. The platform has seen a [dramatic increase in daily use](#) due to the impact of the COVID-19 pandemic and is now the go-to collaboration tool for an increasing number of businesses.

Microsoft Teams, when combined with the G12 Connect to Teams portfolio, offers comprehensive calling and meeting capabilities that enable employees to collaborate extensively from remote locations and across multiple devices—eliminating the risk of information silos or missed communications.

While traditional collaboration involves face-to-face meetings, email correspondence, and multiple file attachments, Microsoft Teams unites every method of communication within a single seamless experience.

Why Integrate With Teams?

1

Businesses rely on the advanced functionality of Microsoft Teams to drive more value out of existing IT infrastructure while laying the foundation for better useability, better collaboration, and better productivity.

2

Microsoft Teams offers a seamless all-in-one solution for collaboration and productivity, including premium features such as video conferencing, instant messaging, file-sharing, real-time document collaboration—all in one convenient location.

3

G12 Communications offers a number of solutions that expand the functionality of Teams, increasing flexibility, adding business features, and creating a fully-integrated and unified Microsoft Teams environment

4

G12 Connect to Teams offers businesses a way to drive more value out of existing IT investments and reduce disruption to organizational workflows while seamlessly integrating Microsoft Teams as an all-in-one communications solution.

Why Partner With G12 Communications?

G12 Communications has been an established leader in the cloud communications industry for nearly a decade.

G12 Communications designs, implements, and supports fully-integrated cloud communication systems that give companies exactly what they need to compete, so you can overcome your biggest challenges with a trusted cloud communications partner.

And with our Connect to Teams portfolio, you can fully transform the capabilities of Microsoft Teams—with reliable calling, US-based support, and access to the cloud services required to stay competitive.



The Basics of Teams

Microsoft Teams is one of the most popular collaboration tools on the market for businesses of every size. The easy-to-use platform provides its users with advanced functionality that integrates seamlessly with Office 365 and other Microsoft applications or services.

Creating a Unified Ecosystem

Microsoft Teams offers a one-stop shop for teamwork. The platform is naturally integrated with the Office 365 applications most businesses are familiar with and was built from Office 365's global, secure cloud.

By using Microsoft Teams, your employees can spend less time searching for content, tools, or contacts with an intuitive, familiar interface that is fully-compatible across all Microsoft applications, including Word, Excel, PowerPoint, OneNote, SharePoint, and Outlook.

Teams provides you with direct access to all Office 365 applications—in one convenient location. That means your employees can access files and documents, conduct conferences, make calls, and message team members all in under a single window.

Secure Cross-Platform Support

The purpose of Microsoft Teams is to make it possible for your employees to work faster and smarter, from any location. Teams offers both a comprehensive web interface and a mobile application for Teams available on Android, Windows, and iOS.

Microsoft Teams makes it easy for your employees to collaborate internally and externally while keeping sensitive information secure at all times. All Office 365 services, including Teams, fulfill industry-specific compliance standards, including HIPAA, ISO 27001, SOC 2, and Microsoft GCC High.

What is Microsoft GCC High?

Microsoft GCC High is designed to meet the unique security and compliance requirements of the Defense Industrial Base. GCC High is reserved for the Defense Industrial Base (DIB), DoD contractors, and Federal Agencies.

G12 supports Microsoft Teams GCC High and can offer Direct Routing and Audio Conferencing solutions to both new and existing customers that require GCC High.

Voice and Video Meetings

Video and audio conferencing are two of Teams' most popular features. Features such as conferencing, screen-sharing, and real-time file editing are essential in enabling employees to remain productive while working from home.

Teams includes basic video call features such as custom backgrounds, hand-raising, call recording, live captions, and noise suppression that filters out unwanted background noise. You have the option of adding members outside of your organization by copying and pasting the meeting information.

While video calls can include up to 250 members, organization-wide live-streams can host up to 10,000 employees. Audio call functionality includes features such as cloud voicemail, call queues, auto attendants, and direct routing that lets you connect to external telecom providers.

Business Phone Functionality

Businesses can choose to use Microsoft Teams as an all-in-one communications system through a Microsoft calling plan, direct routing, or by integrating an existing hosted PBX system to the Microsoft Teams environment.

Combining Microsoft Teams with direct routing or a hosted PBX system gives your employees access to advanced business phone functionality within the Teams interface, creating a seamless user experience and reducing support costs.



Who Is Microsoft Teams For?

We've created four scenarios based on your communications needs and existing infrastructure. G12 Communications works with your organization to determine which option is best based on your unique work environment.

You want to keep your existing phone system and use Teams for internal collaboration.

You've heard of Microsoft Teams and are looking to implement a collaboration tool that'll bring your teams together. You already have an existing phone system and would like to minimize upfront costs and any disruption to your current workflows.

This is the right option for you if you're not interested in an integrated phone service and only want Teams functionality.

While you'll have access to all Microsoft Teams collaboration tools, you won't have softphone or mobile device support and will have to manage voice capabilities through a separate system.

You want to move your phone system into the Microsoft cloud.

You want to create a unified communications system through Microsoft Teams. You have the option of choosing a Microsoft calling plan or a calling plan provided through G12 Communications Connect to Teams | Direct Routing.

A G12 calling plan is typically 50-70% cheaper than a default Microsoft plan. Microsoft calling plans are not always the best option when flexibility is important. When phone numbers are controlled by a direct routing provider like G12 Communications, reliability dramatically increases with options outside of the Teams environment. For very large organizations, you can also choose SIP sessions via direct routing, which allows you to oversubscribe users vs. the pay per user model.

This is the right option for you if you're looking for a phone system that's hosted within Teams.

G12 Communications has been an established leader in the cloud communications industry for nearly a decade. Our direct routing infrastructure is built on Microsoft certified systems in both Azure and secure data centers to ensure reliability, uptime, and guaranteed quality.

You want to integrate Teams with the G12 Cloud PBX Phone System.

You have a fragmented communications solution where you're paying for a video conferencing solution like Zoom, Office 365, and a Cloud PBX phone system. Your IT team hasn't had the time to shift your organization to Teams and take advantage of its advanced functionality.

G12 Communications can deliver a cloud-based phone system that's fully-integrated with the Teams environment, eliminating redundancy and streamlining your communications under a single platform.

This is the right option for you if you want to take advantage of Teams functionality, but your business has complex PBX routing requirements.

G12 can provide a feature-rich platform capable of uniting legacy services such as fax, overhead paging, analog lines, customizable call routing, as well as the cutting-edge functionality of Teams. Despite its host of benefits, this option is often more affordable than a Microsoft calling plan.

You want to make the most of your legacy PBX system.

You've invested significantly in your current IP infrastructure, but you need to get your business mobile-ready to accommodate remote work. You want a seamless, flexible system that works in tandem with your existing PBX system while opening the door for advanced functionality.

This is the right option for you if you want Teams functionality, but want to keep your existing PBX phone system in place.

G12 can help your organization connect to Teams using the direct routing and SIP capabilities of your existing PBX. Instead of a dial tone provider, G12 will act as your PBX through an SIP trunk. A quick and simple setup ensures that your phone system will be up and running in under a day—zero downtime and no need for number porting or user training.

Why Choose Teams?

Since its launch in 2017, Microsoft Teams has become the fastest-growing app in the company's history. With over [115 million daily active users](#) and 30 billion daily collaboration minutes, it's clear that businesses are buying into the unified communications offered through the Teams and Office365 ecosystem.

Here are a few of the reasons why Teams has become the go-to collaboration tool for businesses worldwide.

Minimize the Need for Multiple Platforms

All high-performing teams rely on effective communication and collaboration. Microsoft Teams introduces a centralized hub that supports teamwork among teams of every size, from one-on-one conversations to large groups.

Employees who rely on internal social messaging tools spend 35% less time searching for company information. Microsoft Teams gives your employees everything they need to stay informed, share, edit, and discuss content, and make fast decisions—all under a single window.

Relying on disjointed applications and siloed information hinders collaboration and slows productivity. Microsoft Teams simplifies organizational boundaries by arranging team conversations, calls, conferences, and shared files within an intuitive interface that keeps employees connected and enables them to manage a greater flow of information.

Maximize Employee and Project Visibility

Real-time user presence is an essential productivity tool. Save time, receive an immediate response, and get work done faster with automatic status updates. With Microsoft Teams, anyone in your organization can see if other users are available online.

No two teams are alike. Microsoft Teams lets your employees customize every aspect of their teamwork hubs—including automation, notification settings, and chatbots—to maximize project visibility and keep key stakeholders informed.

Promote Secure Data Practices

In the absence of a secure communications system, employees often rely on unauthorized instant chat solutions and shared document spaces, exposing sensitive information and putting your business at risk.

Microsoft Teams introduces a secure collaboration solution that relies on industry-leading security and compliance capabilities, thorough data encryption, and an enterprise-grade cloud. Teams keeps your data protected from all angles with features such as multi-factor authentication and secure guest access.

Create an All-in-One Communications System

An integrated communications solution can directly impact your bottom line. Businesses with a successfully-implemented unified communications system saw a 19.2% increase in operating income.

Depending on your existing infrastructure, G12 Communications can help you build a comprehensive communications system within the Teams interface by connecting Teams to the PSTN, a hosted PBX, or your current on-premise phone system.

A streamlined communications system that includes business phone functionality within Teams gives your employees the flexibility they need to collaborate remotely, scale as needed, and maximize productivity.



Teams Options Available to You

Are you looking to integrate Microsoft Teams into your workflows? G12 Communications can help you find the right plan for your business.

Let's take a look at four different options businesses have to drive the most value out of Microsoft Teams.

Option 1

Microsoft Teams for Internal Collaboration

This option lets you keep your existing phone system, which may include an existing PBX, hosted VoIP, wireless phone, or your current phone system. You will have access to all Microsoft Teams collaboration tools with the exception of Teams Softphone and Mobile Device for PSTN calling.

Why choose Teams for internal collaboration?

- **Minimize your upfront investment.** Drive more value out of existing investments by using your existing phone system
- **Reducing disruption to organizational workflow by minimizing what you have to change.** Additional training, number porting, and transitioning the communication system will not be necessary.
- **No MS license upgrade needed.** There's no need to purchase an upgraded MS license.

This option isn't a Teams Calling option and doesn't integrate phone service

- **No integrated MS Teams softphone and/or mobile device support.** A more integrated solution would be more ideal for remote or mobile workers.
- **Limited flexibility in MS Teams.** You will manage voice capabilities through a separator system.
- **Limited group communication.** MS Teams conferencing capabilities may not be sufficient for the needs of your business.

Option 2

Microsoft Teams With Integrated Voice

This option connects MS Teams to the PSTN using a Microsoft calling plan or direct routing. Achieve direct routing by either managing your own Microsoft-certified SBCs or using a service provider that offers direct routing.

Why choose Microsoft Teams with integrated voice functionality?

- **Faster user adoption after deployment.** . Microsoft Teams familiar interface is simple to manage when all the components are built into the system, making it easy for your employees to get up to speed.
- **Ability to use a direct routing service provider.** Enjoy enhanced number management and cost-savings relative to a Microsoft Teams calling plan when using Direct Routing from a provider like G12 Communications.
- **A unified Microsoft Teams environment.** Adopt a fully-integrated Teams environment that includes PSTN calling and desk phone devices registered to Teams.
- **Extra flexibility.** Quickly onboard remote workers and scale your business as needed.

What are the limitations of using a Microsoft calling plan or direct routing?

- **Requires a commitment to Microsoft Teams.** You will have to rely on Microsoft for troubleshooting your PBX phone system.
- **Alternatives are unavailable.** Other telco companies may offer plans with more features or lower prices compared to Microsoft Teams calling plans.
- **Complicated deployment.** You get limited design and implementation support during the process from Microsoft, and may need to engage your MS partner or a Direct Routing provider like G12 Communications.

Option 3

Integrating Microsoft Teams With the G12 Cloud PBX Phone System

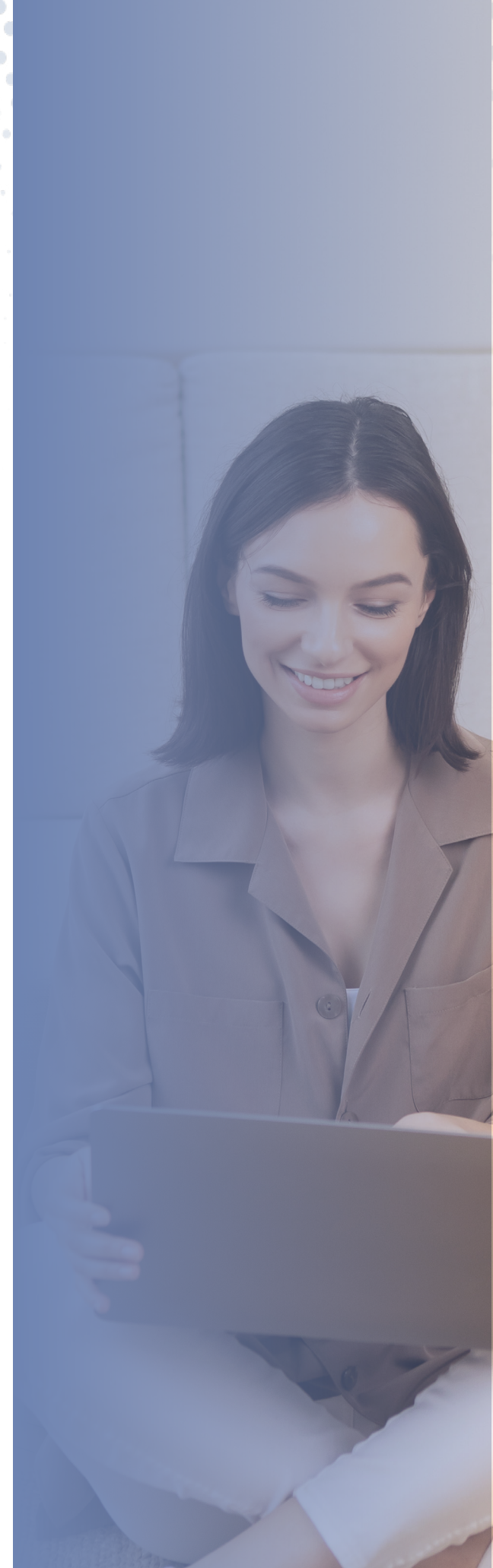
You may choose to use a VoIP service provider that can integrate an existing hosted PBX system to the Microsoft Teams environment. The result is seamless call integration through both systems.

Why choose to integrate Teams with the G12 Cloud PBX phone system?

- **Combining Microsoft Teams collaboration tools with a best-in-class hosted PBX service.** A solution with a Cloud PBX provider makes managing a phone system easier. You also get high-quality support with the PBX provider and more complex routing options if needed.
- **Extra business features.** You get easy telecom management through a user and administrative portal, support for complex call flows, and international calling and texting and an inventory system to store extra phone numbers for growth.
- **Offloading the work to a PBX service.** There is no need for a Microsoft Teams calling plan or direct routing when you combine the platforms. Though Direct Routing is used by the Cloud PBX provider, there is no need to subscribe to a Microsoft calling plan.

What are the limitations of integrating Teams with our Cloud PBX phone system?

- **Cost components.** Your business will have to pay for a Cloud PBX seat and the fixed costs associated with the Teams phone system. This option doesn't require a Microsoft dialing plan as your cloud PBX provider uses Direct Routing to deliver dial tone. Consider the Cloud PBX provider will support your infrastructure where you would need to rely on MS or an MS Partner.
- **It's a dual platform.** Your phone system will rely on both an external cloud PBX and Microsoft Teams to function. If you're exclusively using Microsoft applications, the reliability of your phone system could be impacted by outages with either provider.





Option 4

Using Microsoft Teams With an Existing On-Premise Phone System

Another option is to integrate an existing on-premise PBX system into the Microsoft Teams environment. This will result in a seamless call integration through both systems.

What are the benefits of combining Teams with existing on-premise phone systems?

- **You can keep parts of your existing system.** The same phone system (PBX) and handsets can be used, as well as existing telecom DIDs, TF numbers, and PRIs.
- **Quick and easy deployment.** Make the process easier by working with a provider like G12 Communications that can connect Teams to your existing phone system. Number porting is also not necessary.

What are the potential drawbacks?

- **Managing the SBC may be required.** The SBC deployment must support the PBX integration.
- **The solutions provider must handle some of the work.** It must have knowledge regarding MS Teams voice integration.
- **Recurring costs.** The price of managing and maintaining the existing PBX system still stands.

What Are the Fixed Microsoft Teams Costs?

Microsoft Teams comes available with several options. While companies can get started for free—advanced business features like the built-in softphone require additional, fixed-price licenses.

What fixed costs does Microsoft charge?

- Adding the phone system component costs \$8 per user. Adding this feature will unlock the dial pad, phone icon, ability to turn on direct routing, and other basic phone features.
- The default domestic Microsoft Calling Plan costs \$12 per user
- The default international Microsoft Calling Plan costs \$25 per user

What additional costs should you expect?

When you work with a Direct Routing provider, you don't have to pay for the default domestic and international Microsoft calling plans. Your Direct Routing provider will have more reliable and cost-effective calling plans that replace the default Microsoft calling plans.



If you're interested in learning more about these costs, please get in touch with a G12 UCaaS specialist today.

1 (877) 311-8750

hello@g12com.com

The Process of Integrating Teams:

What to Expect and How to Prepare

The quick and easy process of transitioning to Microsoft Teams is one of the reasons why the platform is one of the most popular collaboration tools on the market. Integrating Teams into your existing workflows requires no hardware and no reconfiguring.

While a brief transition period can be expected, Microsoft Teams offers a familiar user interface that's easy to navigate and offers all the functionality your team needs to perform at their best, from any device or location.

Here's what you need to know before transitioning to Teams:

- What are you trying to accomplish with Microsoft Teams?
- How many users will you onboard?
- Do you need to make dedicated calls through MS Teams?
- Will you leverage an existing phone system?
- Do you need direct routing for MS Teams?
- How much do you plan to use Teams?

Answering these questions will help you prepare for a seamless transition. Your G12 Communications rep can also help you prepare for your transition.



Making the Jump to Teams

Microsoft Teams extends your ability to collaborate by bringing together chat, meetings, app integration, file storage, calling capabilities, and more—all into a single interface.

G12 Communications Connect to Teams service gives you everything needed to fully unlock the business phone capabilities of MicroSoft Teams.

Are you looking to transition to Microsoft Teams to improve collaboration? Get in touch with G12 Communications today to see how

GET STARTED

Get in touch

1 (877) 311-8750
hello@g12com.com

G12
communications