"The best of both worlds"

Call2Teams is a best of breed solution designed by a global brand the perfect service for bringing the calls from your company phone system to Microsoft Teams users. Adding voice and calls to Teams delivers a step-change in user productivity and the effectiveness of the Microsoft Teams collaboration platform. The implementation of Call2Teams is performed through an intuitive web portal, doesn't require any hardware or software and importantly, no disruption to your company phone system.

Customer pain points

- Users have two systems: Teams for collaboration and a Mitel solution for enterprise voice
- Using Teams for calls means switching your high featured Mitel for basic voice features in Microsoft, or integration with the Mitel using Session Border Controllers via hardware or software
- Users want to have the flexibility to use MS Teams as an application to make and receive calls on all devices, PC, Mac and Mobiles so users can work remotely
- IT departments don't want to manage several different communications and collaboration platforms

4Sight Call2Teams advantage

- Connect any Mitel MiVB to Microsoft Teams users without buying hardware or software
- Easy portal configuration and service
- Works with MS Teams on PC, Mac and mobile
- IT Departments can reduce the number of systems to manage by using Teams as a single platform for calls and collaboration or extending capability to specific users only
- Fully secure and approved for use on Mitel and Microsoft
- True native integration to Office 365, no workstation software to install and manage
- Pay-as-you-go subscription-based pricing is flexible and very affordable

How it works

- Controlled via an easy-to-use web portal, no hardware or software required
- Call2Teams routes calls between your Mitel MiVB and Microsoft Teams through gateways operating in Microsoft Azure data centres
- Regional, load-balanced architecture provides enterprise availability and global capability where needed
- Set up remotely via our NOC on a time-based charging model
- Client buys MAC bundles and time is recorded and reportable against this within Vivantio
- The MS Teams user is treated like a SIP device on the Mitel platform and has all the core routing benefits of being within the Mitel solution. It is NOT MiNet so therefore not a native extension device with native functionality

Target Market

IT Administrators

- Who want to provide voice and calls to Microsoft Teams users.
- Who want to reduce number of software products to manage without compromising user features
- Who want to use cloud services rather than capital expenditure on hardware and software
- Who want no disruption to their existing voice and IT infrastructure

Business Managers

- Who want users to have increased efficiency by bringing together collaboration and calls under a single platform
- Who want to provide full communication mobility to users on PC, Mac and mobile devices
- Who want to enable BYOD capabilities to the workforce using native applications to the device applications.
- Who want to have a simple subscription service without a large project and cost overhead
- Who want to target user requirements in pockets of their business without wholesale change, risk and expense.

Comparison of methods to achieve calls in Microsoft Teams	Call2Teams for PBX	Microsoft Calling Plans	SBC and Direct Routing	Microsoft Teams Direct Routing
Simple per-user subscription	✔	✔	✘	✔
No number porting required	✔	✘	✔	✔
No hardware or software required	✔	✔	✘	✔
Keep PBX call flows and groups	✔	✘	✘	✘
Keep Call Centre functionality	✔	✘	✘	✘
No complex PBX configuration required	✔	✔	✘	✘
Keep existing desk phones and devices	✔	✘	✘	✘
Available in all countries	✔	✘	✔	✔
No special training or knowledge	✔	✔	✘	✔
Cost-effective for SMB	✔	✔	✘	✔
Mix Teams and standard VOIP phones for users	✔	✘	✘	✘
Keep your current phone provider	✔	✘	✔	✔

Why use Call2Teams for calls in MS Teams?

Bringing calling into MS Teams, with Mitel running the core communications needs, brings the productivity benefits of having all their communication intelligence and control in one place, whilst delivering the user access to MS Teams as their preferred device or as part of a range of options to deliver a best of breed blended solution. Meanwhile, the IT department doesn't have any new software complexities and costs to deploy and manage as the capability is native to Office 365 and already used on a daily basis.

Can't I just use Microsoft PBX features in Teams with their calling plans?

Microsoft can provide a facility to allow users to make and receive calls from Microsoft Teams. Moving to the Microsoft system requires the replacement of your entire business phone system and moving your telephone service and bill to them. Whilst this may suit some organisations, we often find that companies are using many features, devices or add-on applications that the Microsoft system cannot provide. Microsoft Teams is a basic voice product that works well at the edge. Moving system and provider is often a big, complex project with costs and risks that companies can't easily justify. This is now even harder to justify as you have the ideal solution in Call2Teams to deliver the best of both worlds.

IF DIRECT ACCESS TO MS TEAMS AS YOUR CORE PBX IS YOUR PREFERRED STRATEGY WE CAN STILL SUPPORT YOU THROUGH OUR SPECIALIST CALL PLANS AND SOLUTIONS DESIGNED TO WORK WITH MS TEAMS SOLUTIONS WITH MICROSOFT TEAMS DIRECT ROUTING FROM GAMMA

I need to keep my Mitel system as it is

Call2Teams is designed so you can keep your existing MItel system just as it is, doing the complex routing and heavy lifting. Just add MS Teams users one user, or group at a time. You can keep your existing handsets on the desks, any call centre tools like wallboards, IVR and call reporting tools keep doing the job they are doing today. If you have specialist compliance features like call barring and call recording, that all works for Teams users just like it does for normal phone users.

Questions? Contact your line manager, and they can help with an answer or set up an internal product workshop.

4SIGHT