

## DATA SHEET

### DIRECT ROUTING FOR MICROSOFT TEAMS

#### Direct routing as a service

Our new working habits have accelerated the adoption of platforms like Microsoft Teams. And while this can be great for productivity and collaboration, some businesses have found their existing telephony infrastructure is posing a challenge.

Direct routing combines telephony infrastructure with the functionality of a cloud-based collaboration platform. It allows users to make and receive calls on any device using Microsoft Teams.

Direct routing as a service is a fully managed, carrier-class, high-performance solution that connects your Teams and Microsoft 365 deployment to the Public Switched Telephone Network (PSTN).

Using direct routing, businesses can custom build their network with robust features while taking advantage of its existing on-premise or hybrid Session Border Controller (SBC). We offer a cloud network setup when it comes to direct routing, saving you money and giving you more flexibility with your network.

By working with Nasstar, companies can enable calling features for Teams users without wasting any existing investment in telephony or SBC infrastructure. With direct routing as a service, we can bring the collaboration capabilities of a traditional office to your company's mobiles, desktops and browsers.

#### CUSTOMER GOALS

- 01

Choose to **modernise** existing telephony infrastructure with direct routing as a service.
- 02

**Reduce costs** with bundles or request tailored solutions that meet your coverage needs.
- 03

**Thrive** in a hybrid work environment by deploying the right communication tools to your team members regardless of where they are.
- 04

Leverage Nasstar's **support and guidance**. When it's set up, direct routing as a service is easily managed via the iPILOT Portal.
- 05

Use Microsoft Teams for **more than internal calls**, through direct routing as a service you can also make and receive external calls.

## KEY FEATURES



**Empower your remote teams**  
Improved collaboration and communication



**Migrate in phases**  
Phase your migration by department, office, or DDI range



**Disaster recovery**  
We can ensure that you still receive inbound calls if Microsoft Teams goes down



**Local PSTN survivability**  
Direct routing as a service allows you to future-proof your existing infrastructure, preparing you for the switch off



**Highly customisable**  
You'll be able to custom-build your network with robust features while taking advantage of your existing setup



**Managed infrastructure**  
We'll take care of the day-to-day maintenance so that you can focus on the important stuff



**Leverage existing infrastructure**  
Enable calling features for Microsoft Teams users without sacrificing your existing telephony infrastructure investment



**Third-party hosted SBCs**  
Secure and resilient carrier-class voice

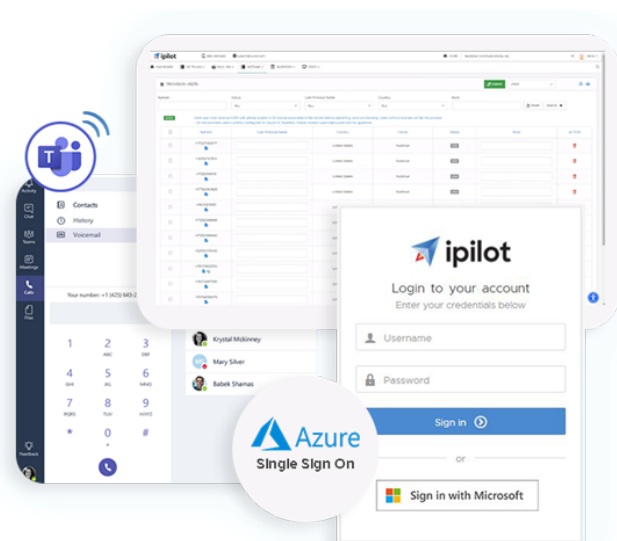


**iPILOT platform**  
Fast, reliable and scalable platform to manage your infrastructure included with your direct routing solution

## iPILOT

iPILOT is a self-service automation portal for Microsoft Teams Voice enablement. This award-winning SaaS platform is included as part of your direct routing solution from Nasstar and can be used to manage and deploy Enterprise Voice Service for Microsoft Teams.

iPILOT acts as a single pane of glass providing you with end-to-end control of your entire communications infrastructure, offering scaling on-demand and one-click business continuity options. You don't even need specialist expertise to operate it.



## WHAT IS THE ISDN/PSTN SWITCH-OFF?

Integrated Services Digital Network (ISDN) was introduced in 1986 and uses digital transmission to make phone calls, video calls and transmit data over the circuits of the traditional Public Switch Telephone Network (PSTN).

The PSTN system is now outdated, and BT Openreach has made the decision to 'end of life' the network. They plan to phase it out in favour of new solutions, with the switch off taking place by 2025. The switch off has already begun and as of 2023 businesses will no longer be able to purchase ISDN lines. With the switch off looming, businesses need to be prepared.

Nasstar Teams direct routing as a service gives you the opportunity to protect and future-proof your existing telephony infrastructure, allowing you to prepare for the PSTN switch off while providing additional functionality via Microsoft Teams.

## WHY NASSTAR?

As a cloud-first, leading Microsoft Partner, we help thousands of Public and Private Sector organisations globally to optimise their business with Microsoft technology. Enhanced by world-class consulting, in-house developed software and Managed Services, we provide outstanding customer experiences and ongoing success no matter where you are on your cloud or voice journey.

Our Microsoft Teams direct routing as a service delivers a fully managed cloud telephony solution, complete with a seamless migration - an essential aspect of any technology or remote working implementation project.



**Passionate  
people**



**Innovative  
technology**



**Exceptional  
experience**



**Straightforward  
solutions**

**REQUEST A FREE CONSULTATION**

If you would like to book a complimentary consultation or find out more,  
please contact [enquiries@nasstar.com](mailto:enquiries@nasstar.com) or call 0345 003 0000



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