

The Crew is All Here

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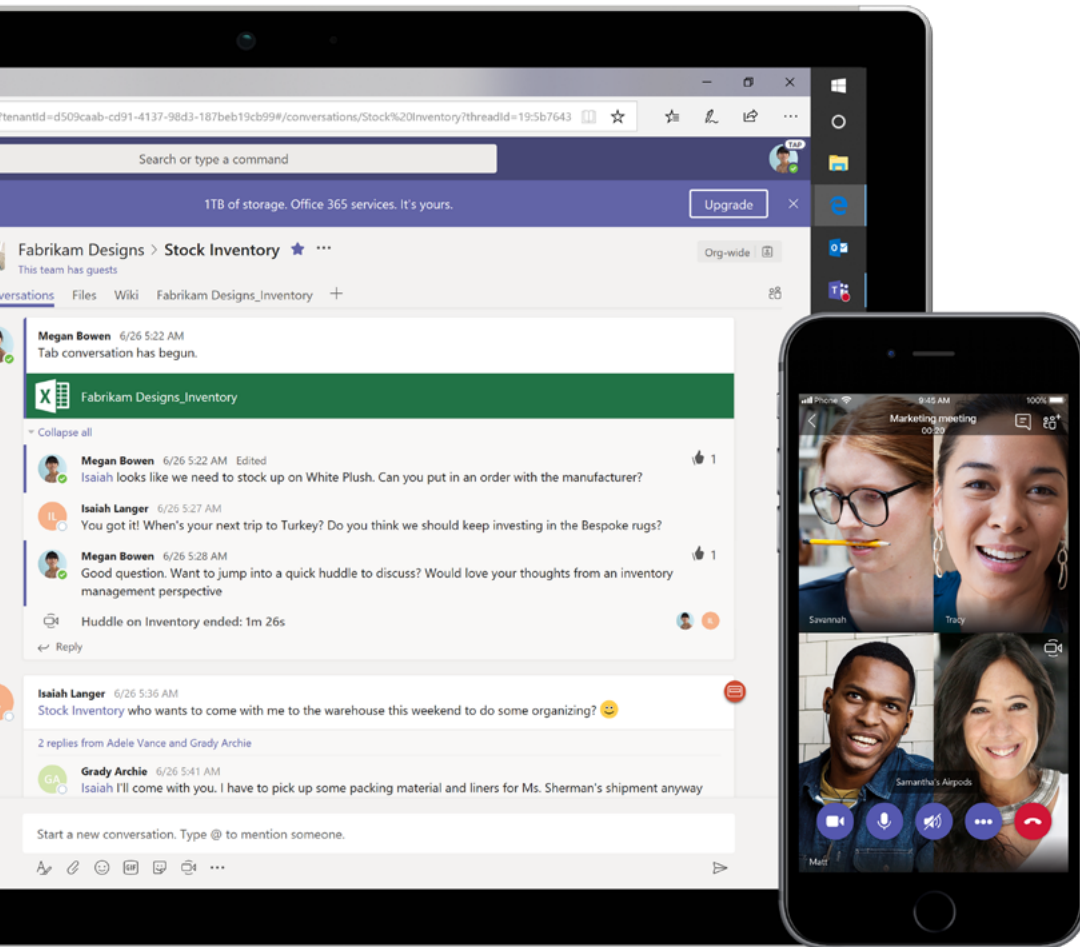
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Microsoft Teams Voice



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What is Microsoft Teams Voice?

Microsoft Teams is a cloud-based team collaboration software that is part of the Office 365 suite of applications. The core capabilities in Microsoft Teams include business messaging, calling, video meetings and file sharing. Businesses of all sizes can use Teams.

At its center, Teams is a chat-based workspace that features group and private messaging, with threaded and persistent conversations. Within each team, users can create different channels to organize their communications by topic. Each channel can include a couple of users or scale to thousands of users.

A unique and powerful partnership

Our relationship with NuWave's owners goes back nearly 20 years. With the vast knowledge and close relationship NuWave has with Microsoft, it was an easy decision to partner with them for our Teams Voice Solution.



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About Teams Voice Direct Routing

Microsoft Teams Direct Routing is a feature in Teams through which a company can connect their existing, external office phone system or VoIP Trunk Lines to Teams. The biggest end-user benefits of Direct Routing are from a workflow standpoint: users can make calls from anywhere via their office phone line directly through Teams on PC, Mac, and smartphone devices.



No More Equipment

infoStructure partnered with NuWave because they were the first US Carrier endorsed by Microsoft to provide Teams Hosted Direct Routing calling solutions. NuWave has been working directly with Microsoft for 2+ years to develop the Direct Routing Partner Hosted Architecture calling solutions.

Experience & Expertise

As a result of the above, NuWave has more real world Experience & Expertise than anyone else in the market with Teams Hosted Direct Routing. Why take months to learn what infoStructure (powered by NuWave) can offer you in hours?

Fully Automated Provisioning

With our iPilot™ fully automated provisioning portal your Teams PSTN voice service will be up and running within an hour in most cases!

Single Point of Contact

infoStructure (powered by NuWave) is the licensed carrier giving you a single point of contact for any support needs you require.

Carrier Grade Network

We partnered with NuWave because of their organically built, geo redundant, HA carrier grade network. With over 9 years without a customer facing service interruption, service is rock solid! NuWave's network is interop'ed directly into Microsoft Data Centers via dedicated TLS/SRTP encrypted SIP.

No On-Premise Equipment

There is no on-premise equipment (or related support resources), SIP Trunks or capital expenditure required with our fully cloud based Teams Voice Direct Routing solution.

Saving the Best for Last

Saving the best for last – using our iPilot™ fully automated software makes onboarding PSTN voice into your Teams software simple and without the need to touch the complexity of Powershell!

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Using infoStructure (powered by NuWave)















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Using Microsoft



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 We offer flexibility in how you buy Teams Voice. Choose between either our shared trunk call session plan, or standard per user plan.	 Microsoft offers per user calling plans only, no shared trunk call session plans. Every user is required to have a calling plan which is not scalable or cost effective.
 There is zero on-premise equipment required! Our solution is completely cloud based and has no hardware to install or maintain, which also mean zero up-front hardware costs.	 Comparable
 Greatly simplified onboarding to Teams using our iPilot™ software. This means there is NO complex Microsoft Powershell required.	 Microsoft calling plans can be provisioned via the O365 Admin Center. NuWave not only offers provisioning via our world's first iPilot portal, we also offer comprehensive & proven on-boarding methodologies, training, and professional services for clients requiring assistance with their migration to Teams.
 With over 9 years without a customer facing outage you can be confident your voice reliability will be second to none.	 Both Microsoft & our partner network offer 99.9% SLA's. Our partner network has not had a customer facing service interruption in 9+ years. MSFT had a Teams PSTN outage as recently as November, 2019.
 We offer monthly billing plans so you don't have to worry about pre-paying for credits and risk having your voice service disrupted.	 If calling minute allocation is exceeded with Microsoft, users may experience a service interruption. If minute allocation is exceeded with NuWave, there is NO service interruption as NuWave allows post payment for excess minutes. Microsoft does allow for prepayment of "Communication Credits" into an escrow type account to prevent an outage in the event of the above. However, those prepaid funds expire in 1 year if not used so the customer not only has to spend potentially thousands of dollars to buy insurance against an outage but it is a use it or lose it scenario – no refunds.
 Keep your current phone numbers or we can provide you with new numbers anywhere in the country.	 Comparable
 Voice is our specialty – partner with us for a world class, carrier grade geo-redundant network!	 NuWave is a licensed carrier, Microsoft is NOT. Microsoft instead has a 3rd party underlying carrier. NuWave provides a one stop solution (no intermediary or go-between) with voice expertise and US Based 24x7 Support.

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iPilot Software Overview

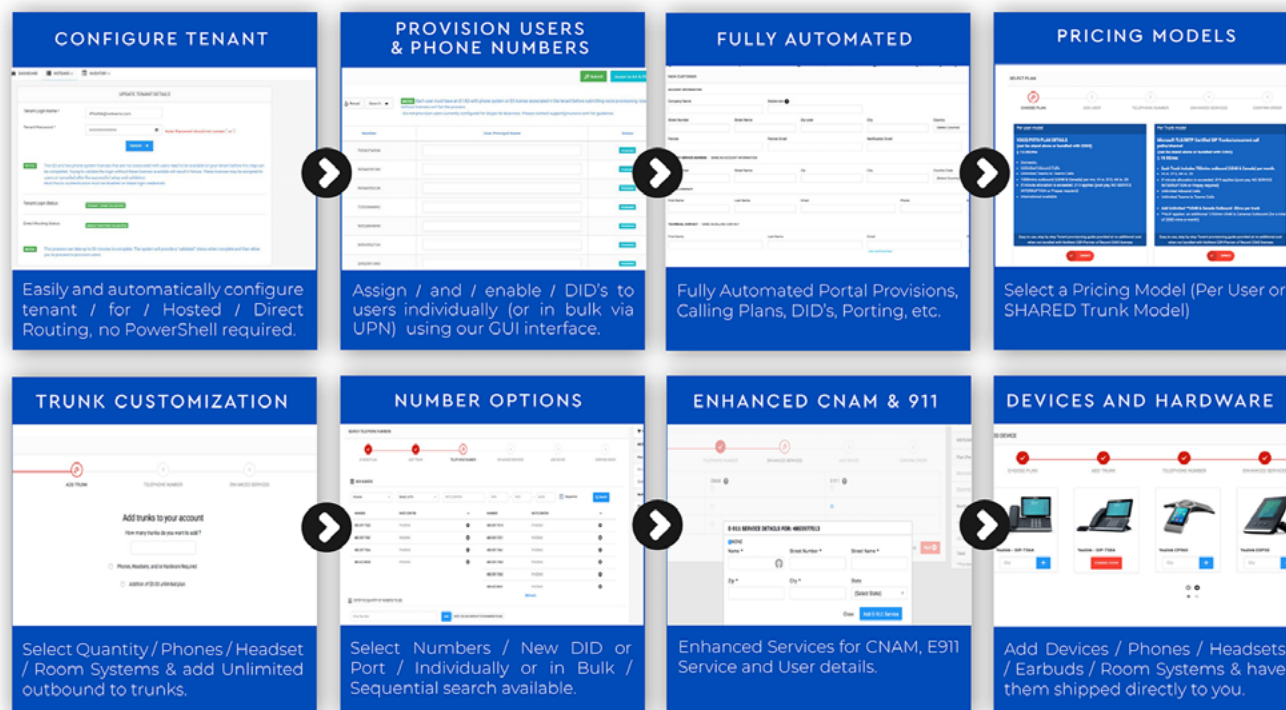


Watch introduction video

Microsoft Teams Voice Provisioning Platform


infoStructure has a unique partnership with NuWave Communications who developed and deployed iPilot™, the world's first fully automated provisioning portal for Microsoft Teams Direct Routing Customers. As Teams Voice continues to be adopted at a record breaking pace, NuWave customers and industry feedback makes it clear that Direct Routing onboarding can be complex and occasionally problematic. iPilot addresses these issues by automating all onboarding processes including number portability, provisioning, E911 and tenant management, in an all in one, simple to use and secure platform.

One way iPilot simplifies onboarding & tenant provisioning is by reducing the total time of provisioning & onboarding down to hours (and in some cases minutes) from what used to take days. Not only is the iPilot portal faster at provisioning users and porting numbers, it also reduces the need for saavy IT teams as it requires NO prior knowledge of PowerShell. iPilot combined with NuWave's Direct Routing unlocks the full potential of Microsoft Teams Voice for anyone seeking an All-in-One Communication solution & Phone System with full Office 365 Integration.



**For more information
or to receive a quote,
please reach
out today.**



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