



## MICROSOFT TEAMS SERVICE OFFERING

In today's competitive marketplace, organisations are struggling to align their business processes, technology and organisation structures to achieve their strategic goals. Enterprises need solutions to integrate their business processes and benchmark them with the industry's best processes to deliver higher value to their customers. They are switching to unified communications for the very reason that UCC offers flexibility in deployment, cost effectiveness, convergence of various applications, technology and enables one-stop solution with less CAPEX / OPEX for enterprises. The proven merits of UCC has paved the way for large enterprises and service providers migrating from the legacy TDM Voice PBX / switches to cloud-based collaboration solutions and unified communications.

Tata Communications Transformation Services' (TCTS) UC Foundry is a one stop solution for all your UCC needs. At UC Foundry, SOC (Service Operations Center) & PSDC (Professional Services Delivery Center) co-exist and co-work to provide unified experience to customers with optimum cost benefit. Microsoft UCC is one of the platforms which is served by TCTS UC Foundry service offering. While Skype for Business has been one of our major offering under UC Foundry, we are augmenting Microsoft Teams to this portfolio.

Microsoft Teams is a chat-based workspace in Microsoft Office 365. It is a platform that combines workplace chat, calling, meetings, notes, and attachments.

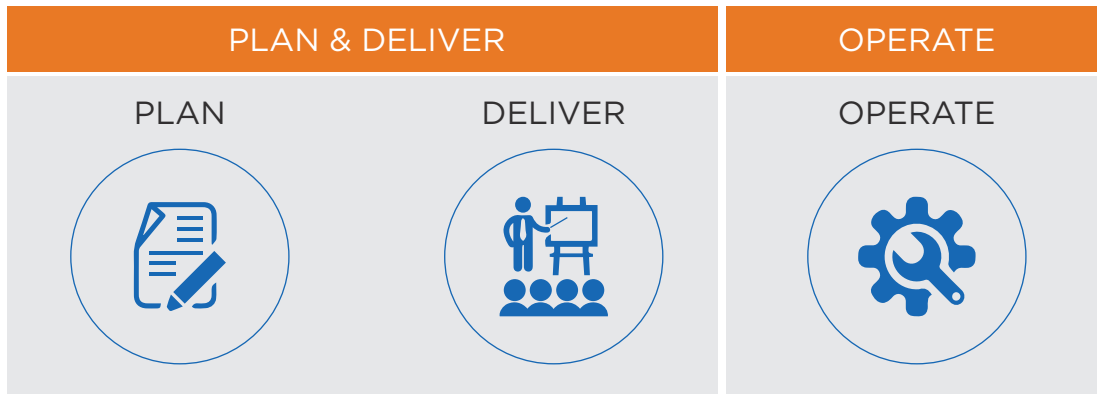
More information about Microsoft Teams can be found [HERE](#).

### TCTS Offerings for Microsoft Teams

In Microsoft Teams Phone System and DR Service, TCTS will provide a complete solution to enable cloud PBX and Direct Routing for Telco/CSP/customers. This enablement could be greenfield deployment, migration from one of the existing services to Microsoft Teams or hybrid deployment where 3rd party PBX and Microsoft Teams will co-exist.

## SERVICE OFFERING FOR MICROSOFT TEAMS AND DIRECT ROUTING

- Flexibility to transition to cloud-based telephony platform and reuse existing PSTN connectivity Microsoft Teams with Direct Routing
- TCTS offers Plan, Deliver and Operate services to Telco/CSPs and their enterprise customers for Teams enablement



### WHY TCTS

TCTS has complete portfolio around the Microsoft Teams Service Offerings to address Telco/CSP market by leveraging its Telco experience of Tools, field services, Analytics, etc. TCTS has developed the capability through both in-house and partnerships and has various trained and certified resources.



Although existing cloud solution providers can directly resell Office 365 licenses to customers, majority of them lack telecom background like TCTS, skillset on PBX enablement and migration support required for effective enablement of Teams phone system and direct routing. TCTS can fill this gap and act as an enabler for CSP customers.

## ABOUT TATA COMMUNICATIONS TRANSFORMATION SERVICES

Tata Communications Transformation Services Limited (TCTS), a 100% subsidiary of Tata Communications Ltd, provides leading business transformation, managed network operations, network outsourcing and consultancy services to telecom companies around the world. TCTS delivers operational efficiency, cost transformation and revenue acceleration solutions for all the stages of the carrier process lifecycle, including but not limited to network engineering and design, implementation and operations.

