

AltiaTeams

Your Enterprise Voice Communication Solution

AltiaTeams Overview

Taking the 'out of the box' Microsoft Teams subscription and extending to an enterprise voice solution. AltiaTeams delivers a fully integrated, unified communications infrastructure to provide a direct routing solution that operates as a phone system within Microsoft Teams.

Delivering unmatched voice quality and voice call management for your organisation, AltiaTeams incorporates public telephony as standard and can integrate with your existing PBX to give you a seamless conferencing and collaborative experience wherever you go.

AltiaTeams delivers Direct Routing to provide calling and conferencing capability for one-to-one meetings, large attendee webinars and events with 1000+ attendees. With capabilities to integrate with other service providers such as Cisco, Poly, Starfeaf and Zoom, customers can also deploy a wide range of secure audio-visual interfaces, from in-built device microphones and cameras to high-end meeting room capture solutions.

AltiaTeams Direct Routing Solution enables you to:

- Make calls to any other Teams enabled device or phone number via AltiaTeams with Direct Routing.
- Optimise your calls with Microsoft Teams enabled headsets and handsets.
- Set calling policies and control on who can make calls and to what destinations such as international and premium rate calls.
- Microsoft Teams can be accessed via different devices, including mobiles, laptops, PCs, Macs and Chromebooks.
- Meetings through AltiaTeams can either be ad-hoc or planned through your calendar (e.g. MS Outlook). Joining calls is easy, just one click from either your device or meeting room.
- Conduct high-quality video calls with recording and transcribing services for live events. The transcribing feature also allows for compliance archiving and searching.

Take your Business Further with AltiaTeams Direct Routing

Multiple Options Available to Suit Your Needs

AltiaTeams can be rapidly deployed as a fully hosted solution or integrated with elements of your existing telephony. The service can be deployed remotely or on-site, dependant on your access policies and the final infrastructure configuration agreed.

AltiaTeams Options					
Components	Fully Hosted	Bring own SIP & deploy SBC in own Azure Tenant	Bring own SIP and Deploy SBC in own Hyper-vised Estate	Integrate current PBX with own SIP for Hybrid Telephony (virtual SBC)	Integrate current PBX with own SIP for Hybrid Telephony (on-premise SBC)
SIP Trunk (Altiotech)	✓				
SIP Trunk (Customer)		✓	✓	✓	✓
Resilient Hosting in Cloud (Altiotech)	✓				
Hosting in Cloud (Customer)		✓		✓ or on Premise	✓ or on Premise
Hosting on Premise			✓	✓ or on Cloud	✓ or on Cloud
Virtual SBC	*✓	✓	✓	✓	
Hardware SBC on Premise					✓
PBX				✓	✓

- Fully hosted virtualised session border controller (vSBC) cost is included in the per user per month price.*
- All solutions will require Direct Dial-In numbers (DDIs), including number porting options and deployment of a session board controller (SBC).
- AltiaTeams with Direct Routing requires Office 365 Business licences or Enterprise E1/E3 licences with add-ons or E5 licences.

We can provide additional licences, along with separate options for education and non-profit organisations. Please contact innovate@altiatech.com or call 0330 332 5842 to discuss our services.



Your Complete Meeting and Calling Solution

Manage, Monitor and Optimise

Service Features

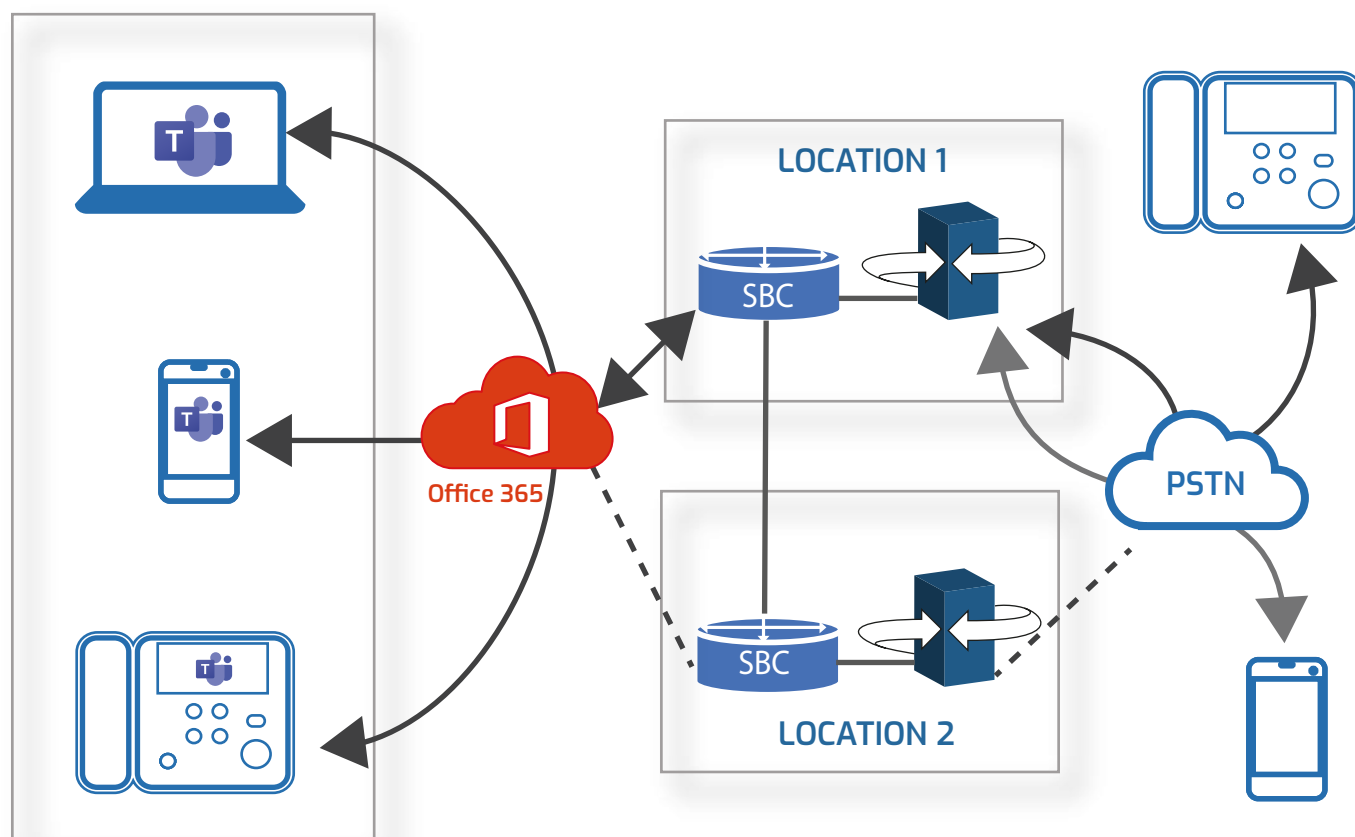
- Full unified communications infrastructure built on Microsoft Teams, includes telephony, audio and video conferencing, mail, calendar, file sharing and extended integration.
- High-quality audio/video conferencing for internal and external participants.
- PCI and GDPR compliant call recording available upon request.
- Fully hosted telephony or integration with an existing service.
- Flexible deployment carried out remotely or on-site alongside your IT department.
- Access AltiaTeams from any permitted device, from any location with a network connection.
- Review audit logs for call usage, productivity and call quality incidents, with options for custom business intelligence reports.
- Altiatech is a Microsoft Gold Partner. Access support tied to service levels, ranging from Monday- Friday 0900-1700 to 24/7.

Service Benefits

- Utilise your existing investment in Microsoft Teams to provide a seamless and scalable unified communications experience for your organisation.
- Audio/video conferencing services that enhance collaboration with meeting playback and detailed notes for all participants.
- Sensitive data is stored in an encrypted format, ensuring your customers and users are fully protected.
- Receive a hassle-free fully managed deployment and service, or maximise ROI by using existing infrastructure.
- Depending on your IT infrastructure, our solution can be deployed in as little as five working days.
- Experience a flexible and versatile unified communications solution from any device or location.
- Maintain oversight of your organisation's telephony and its impact within the business.
- Expert Microsoft Consultants delivering flexible support when you need it.

Calling Capabilities in AltiaTeams

AltiaTeams Fully Hosted Direct Routing Overview



- To ensure continuity of service, AltiaTeams fully hosted Direct Routing option benefits from a resilient and geographically diverse pair of public switched telephone network (PSTN) gateways. To further strengthen your organisation if affected by a disaster, a failover procedure will seamlessly and automatically transfer telephony to the secondary gateway.
- Calls from AltiaTeams can use Microsoft Teams internal calling for devices on the Office 365 environment or Direct Routing for calls to external devices, along with geographic and non-geographic numbers.
- For customers that wish to manage their own SBC, AltiaTeams can provide resiliency configurations with dual SBC, including a mixture of on-premise or in-cloud hosting and internet redundancy. AltiaTeams can advise further on resiliency and can explore cost-risk benefits to maximise customer value.

Next Steps and Service Delivery



Pre-requisites

There are no pre-requisites for AltiaTeams. Our team can provide all licencing and numbers if required, or optimise existing licences and integrate the existing telephony.

We will hold an initial workshop to determine your requirements and then assess your existing infrastructure to ensure the best plan is deployed for your current and future needs.



On-boarding and Off-boarding Process

Deployment can range from 5 - 30 days, subject to signing the contract and whichever AltiaTeams option is selected. To meet both existing infrastructure and business needs, our qualified consultants will carry out a full assessment of the current estate and determine the lead time for implementation. Deployment can be achieved either on-site or remotely, dependant on the final service configuration.

If the solution has been deployed in the customer's environment, this is handed over to the customer as part of the off-boarding process. Any ongoing cloud telephony and support are then ceased.

Ongoing Support

Altiatech can provide you with on-going support, from 3rd line to a fully managed service with a range of support hours/ SLAs to meet your business needs depending on the severity of your support issue.

Typical services we provide are as follows:

Monday – Friday 0900–1700 with 4-hour Response
Monday – Friday 0800–1800 with 4-hour Response
Monday – Sunday 0800–2000 with 4-hour Response
24x7 with 4-hour Response

Altiatech can also provide a tailored support package to meet your business needs.

Empowering Business Through Innovation

About Altiatch

Altiatch is a Microsoft Gold Partner and has deployed unified communications for several Universities and other public sector bodies. Our consultants have extensive knowledge on a range of telephone and contact centre systems, as well as video conferencing services, enabling us to plan your deployment regardless of the current infrastructure.



Altiatch can also provide ancillary services, such as:

- End-user devices (headsets/ handsets/ webcams or screens)
- Drive user adoption and optimise your investment with our training services, including on-site, online and train the trainer packages.

Through professional services, our team offers an effective combination of customer service expertise and deep technical knowledge to help guide you on your journey towards the modern workplace. We deliver innovative ways to better serve your organisation and support users to enjoy the full benefits of your IT investment.

Public Sector Clients

As a specialist end-to-end IT provider, we are committed to working hand in hand with our clients. We understand that people come first, and technology second, which is why we provide flexible IT solutions to enrich your user experience and improve your organisations digital transformation.

Here are some of our clients below.



Contact us today
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altiatech
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