



Get Teams talking with WHC Teams Direct Connect

The flexible, easy and cost-effective way to add phone calls to Microsoft Teams

WHC Teams Direct Connect is a cloud-based solution that brings Wholesale Hosted Communications (WHC) to Microsoft Teams. Designed especially for resellers like you, it lets you capitalise on the growing Teams user base while saving you time, effort and money.

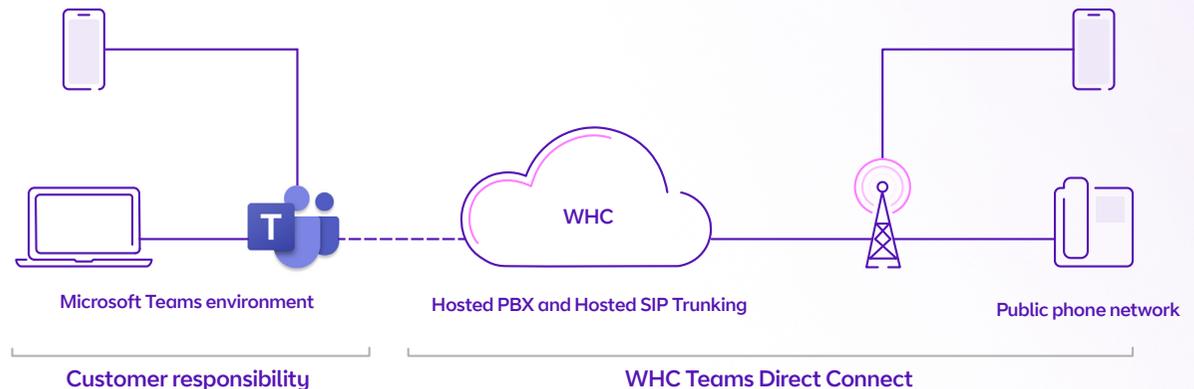
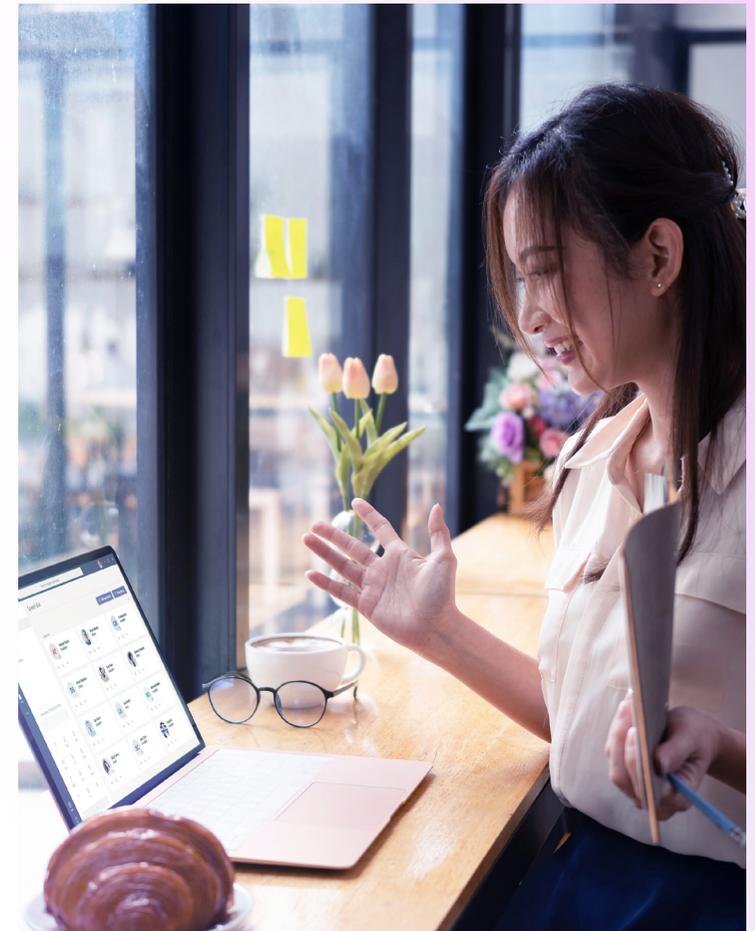
Why will your customers want it?

Demand for collaboration software has boomed in recent years, and right now one solution is dominating the market: Microsoft Teams. There are approximately 6.75 million Teams users in the UK, and that's predicted to rise to 10 million by 2023.¹

Microsoft Teams offers businesses a good mix of features, including video calls, instant messaging and file sharing. But one thing it doesn't include by default is phone calls - still one of the most important communication methods for businesses.

And that's where WHC Teams Direct Connect can help. Businesses want to be able to make and receive calls from Teams, so everything is in one place and to make remote working easier.

WHC Teams Direct Connect lets them access Hosted PBX or Hosted SIP Trunking directly from within Teams, giving them high-quality digital phone calls on all their devices.



¹Cavell Group UK Cloud Communications Market Report 2021.

Customer benefits

WHC Teams Direct Connect will appeal to your customers in a few different ways:

- It helps with remote working and collaboration.
- Users can have the same number anywhere, on any device.
- It's a simple and cost-effective way to get calls in Teams.
- Customers get all the usual benefits of WHC, such as call recording and analytics.
- Service set-up can be completed in minutes with no IT support needed.
- There's a choice of pay-as-you-go and monthly pricing.

Key benefits for you

There are three main ways that WHC Teams Direct Connect is good for you:

- **Flexibility:** You can mix and match Hosted PBX, Hosted SIP Trunking and Teams to build the right solutions for your customers. Available SIP trunk integrations include Cisco, Mitel, Avaya, Asterisk and 3CX.
- **Simplicity:** Ordering and deployment are quick and easy. It offers true Office 365 integration, and you don't need any special IT skills to get it set up.
- **Savings:** As well as being competitively priced with low call rates, it doesn't require you to invest in expensive in-house development or specialist training.

Don't forget your Teams licences

WHC Teams Direct Connect is designed to work with Microsoft Teams, which means your customers will need the right Microsoft licences in place to use it. We don't provide these, so it's up to you to make sure end users have them before you order WHC Teams Direct Connect.

You'll need at least a Phone System licence from Microsoft, because this gives you the Operator Connect feature that WHC Teams Direct Connect relies on.

Offices Worldwide

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How does it compare to other solutions?

There are a couple of other key ways of adding phone calls to Microsoft Teams. One of them is Microsoft's own Calling Plans. Although Microsoft Calling Plans are the default, they have some limitations in their features and geographic coverage. They're also expensive, both for you and your customers.

The other option is Direct Routing, which involves a device called a 'session border controller' (SBC) or contracting with a Direct Routing certified service provider. Despite the added expense of SBCs, Direct Routing is more cost-effective than Microsoft Calling Plans, but not as easy to set up. It's also best suited to larger customers with the need for a complex voice environment.

WHC Teams Direct Connect is easy to set up and use like Microsoft Calling Plans but cost-effective like Direct Routing. It's perfect for small and medium businesses, which need a straightforward, affordable way to add calls to Teams.

	Microsoft Calling Plans	Conventional Direct Routing	WHC Teams Direct Connect
Keep existing phone number	•	•	•
Keep existing PBX, devices and integrations			•
Nearly instant order journey	•		•
Zero-touch provisioning	•		•
Competitively process per user per month			•

Find out more

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