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Oracle Supports Microsoft Teams Carrier Scenario: "Direct Routing" for Service Providers

Oracle and Microsoft have advanced their strategic partnership by certifying Oracle Session Border Controller (SBC) portfolio with Microsoft Teams, the next-generation collaboration hub for Office 365. Together, Oracle and Microsoft offer a secure, seamless, multitenant collaboration experience.

Accelerating digital transformation journey in a communications-driven world

The modern workforce requires the ability to connect, share information and collaborate seamlessly from anywhere and at any time. The combination of communications and collaboration tools in a simple interface provides many benefits including more accessibility and productivity for workers with various devices and in different locations; the ability for groups to innovate and work together in a unified environment and an improved customer and user experience.

Microsoft Teams provides a 4-in-1 experience across chat, meetings, calling and web conferencing with the Office 365 platform. Today, Microsoft Teams reaches 115 million daily active users[1]. Oracle helps service providers to embrace the future of cloud voice, reduce their Enterprise customers' migration risk and churn while delivering telephony to Microsoft Teams with ease.

Together, Oracle and Microsoft are delivering a safe, fully integrated, real-time voice experience for the Office 365 customers who use Teams to foster teamwork and collaboration.

Microsoft Teams option for call termination

Microsoft Teams is more than a tool for group collaboration. Via the embedded Phone System, Teams is also a cloud PBX solution, designed to replace Skype for Business as the Enterprise Telephony solution within Office 365.

The Microsoft Teams Phone System allows for PSTN connectivity in two ways:

- Calling Plans: PSTN connectivity is provided by Microsoft directly via the Microsoft Cloud

- Direct Routing: An Enterprise or Carrier hosted SBC provides connectivity to PSTN.

> "Oracle's presence in Fortune 1000 companies worldwide as a leading provider of communications solutions makes them a great choice to help secure the voice network edge for Microsoft Teams. Both companies are committed to working together to offer customers a safe and robust collaboration and communications experience."

Nikolay Muravlyannikov
Principal Program Manager
Microsoft

Key benefits

- Two global cloud leaders offering a more secure, high performing, and scalable real-time communications experience

- Seamless and faster migration from legacy applications to the cloud via Microsoft Teams, reducing downtime and costs, allowing customers to claim ROI quicker and more efficiently

- Continuous delivery of Microsoft Teams patches and enhancements because every release is validated against Oracle's certified SBC

- Enhanced service and support levels with a joint support process, facilitating behind-the-scenes collaboration between Microsoft and Oracle

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[1]Microsoft Teams reaches 115 million DAU. Microsoft, Oct 28, 2020

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The Oracle Communications SBC is certified by Microsoft ensuring that every Microsoft Teams' patch and release enhancements are validated against Oracle's SBC before the new code is released for production.

Direct Routing

Direct Routing allows enterprises to choose their telecom provider for enabling their users to make and receive calls in Teams. The two options available are Enterprise and Carrier model. Both options are supported on the Oracle SBC. With the Carrier Model, integration between the Microsoft Phone System and the PSTN/PLMN is done directly between Teams and a carrier hosted SBC, enabling service providers to keep the valued business of their Enterprise customers or to attract new customers who are migrating to Microsoft Teams. This allows the Teams customers to integrate telephony into Teams via their carrier without hosting the SBC or managing the telephony integrations on their own.
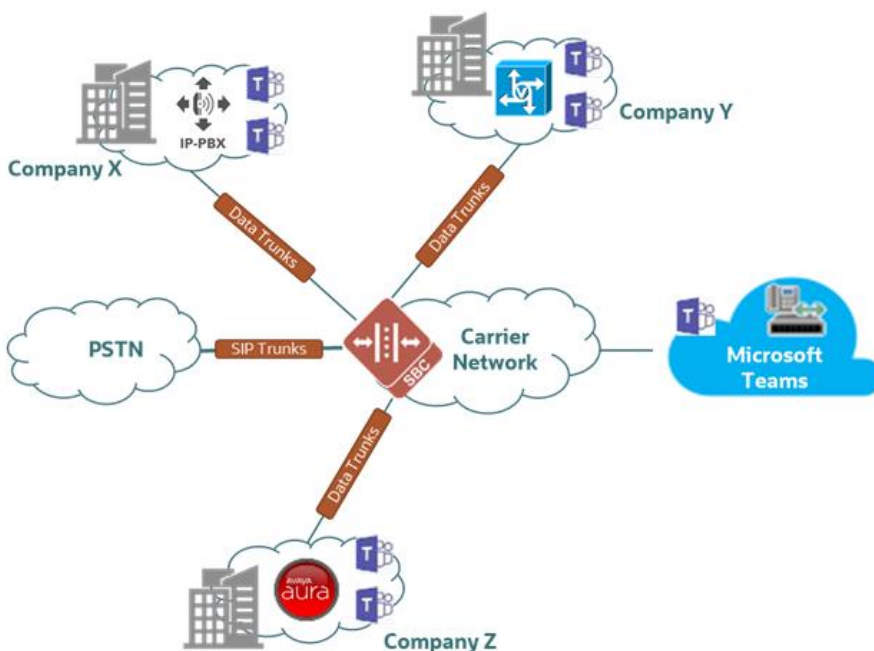

Figure 1. Microsoft Teams Carrier Model

For the service providers, Oracle SBC offers all the features required to provide a seamless, secure, trusted real-time multitenant communications integration, including:

- Traffic routing and load balancing to Teams and to the carrier core network

- SIP normalization features to connect telecom networks to Microsoft Teams

- Media normalization features such as codec policies and transcoding

- Interworking between secure connection in Teams zone (TLS/SRTP) to plain UDP/TCP/RTP in the service provider network

- Multitenancy support, secured via SAN multi-domain based certificate for enhanced security

- REST API for integrated automation of customer onboarding

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Oracle's complete feature set supporting Microsoft Teams requirements provides service providers with peace of mind while they can continue working with the SBC they know and trust, all the while reducing their customer's migration risk and cost and keeping the customer business. Oracle SBC customers can benefit from all the Microsoft supported features in the media bypass configuration as well as the non-media bypass configuration.

Why Oracle SBC?

Oracle pioneered the Session Border Controller (SBC) market with the world's largest telecom providers and the longest standing record of securing and interoperating the world's most complicated voice networks.

Oracle has unsurpassed communications technology leadership:

- Delivers 8.3 Billion Email Messages
- Routes 1 Billion Calls and Text messages
- Connects 80 Million Conference Minutes
- Secures > 3000 Enterprise Networks

Key benefits

Secure and Certified Solution: Microsoft tests all code changes in the Teams cloud service on certified SBCs prior to delivery. Oracle SBC is fully certified for both media bypass and non-media bypass.

Complete feature set on all platforms: Supported on a wide range of platforms suiting all needs.

Most proven SBC on the market: Wide range of supported SIP use cases, with signalling and media encryption and media transcoding capabilities. As well as possibility to combine access, trunking and Teams trunking in the same platform.

Tools for industrialization and automation: Single pane of glass view via Oracle Session Delivery Management Cloud & REST API provisioning.

End-to-end quality of service monitoring: Media QoS measurement and reporting directly in the SBC with end-to-end monitoring via Oracle Communications Operations Monitor – including encrypted side traffic.

Best-practice guidance for deployment: Documented configuration recommendations available based on decades of expertise in the most demanding telecom operating networks across the world.

Microsoft is the largest and fastest growing UC cloud provider in the world. Together, Oracle and Microsoft offer a seamless, secure and highly-stable single or multitenant environment for Microsoft Teams collaboration. Oracle's experience in protecting real-time communications across carrier networks benefits service providers preferring hosted multitenant deployments. Oracle provides the most consistent and flexible deployment options for service providers allowing them to integrate SIP trunks into their hosted Teams offer, on a per customer basis (standalone) or shared across multiple enterprises (multitenant).

For more information

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