

# Oracle Supports Microsoft Teams Direct Routing and Operator Connect

Oracle and Microsoft offer a secure, fully integrated, real-time voice experience for Office 365 customers that use Microsoft Teams for collaboration. Through Direct Routing or Operator Connect, organizations can easily integrate telephony into Microsoft Teams. The Microsoft-certified Oracle [Session Border Controller](#) (SBC) helps reduce hardware and management costs and provides high-quality PSTN voice capabilities.

## Accelerating digital transformation journey in a communications-driven world

Today's workforce needs to connect, share information and collaborate. The combination of communications and collaboration tools in a simple interface provides the ability to innovate and work together safely and efficiently in a unified environment.

Microsoft Teams provides a 4-in-1 experience across chat, meetings, calling and web conferencing with the Office 365 platform. According to Microsoft, it currently has 145 million Microsoft Teams daily active users<sup>1</sup>.

[Oracle's partnership with Microsoft](#) enables customers to realize the power of communication and collaboration. 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 Microsoft 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, Microsoft 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 three 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



Together, Oracle and Microsoft offer a seamless, secure and highly-stable single or multitenant environment for Microsoft Teams collaboration.

“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

<sup>1</sup>Microsoft Fiscal Year 2021 Third Quarter Earnings Conference Call, April 27, 2021

- **Operator Connect:** A simple operator managed service for adding PSTN calling capabilities to Microsoft Teams

Oracle SBCs were certified with Microsoft since the early days of Microsoft Lync 2010 and were Microsoft Teams certified for Direct Routing in 2018. With this certification, Oracle SBCs also support Operator Connect.

## Direct Routing

Direct Routing allows enterprises to choose their telecom provider for enabling their users to make and receive calls in Microsoft Teams. The two options available are enterprise and carrier models.

At the heart of both models is the SBC, which ensures security and connectivity across different parts of the network, addresses regulatory requirements and provides Quality of Service (QoS).

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.

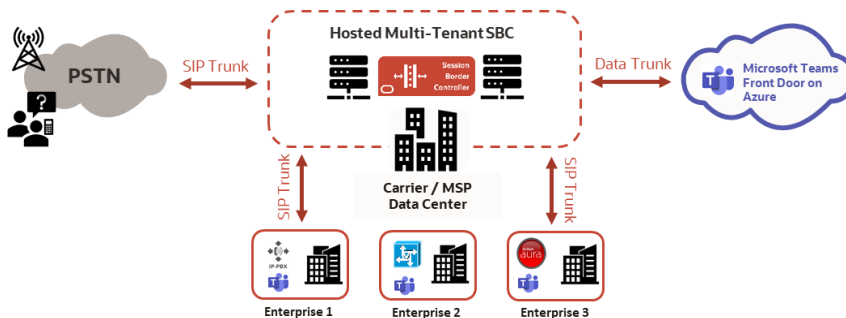


Figure 1. Microsoft Teams Direct Routing: Carrier Model

The 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 Microsoft 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 Microsoft 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

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.

## Key benefits

- Two global cloud leaders offering a safe, 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
- Continuous delivery of Microsoft Teams patches and enhancements because every release is validated against Oracle's certified SBC
- Enhanced service and support with a joint process, facilitating collaboration between Microsoft and Oracle

Oracle SBC customers can benefit from all the Microsoft supported features in the media bypass configuration as well as the non-media bypass configuration.

## Operator Connect

Operator Connect aims to further enhance and simplify voice communications. By creating a new marketplace with most major carriers, Microsoft can enable operators to provide a managed service for their enterprise customers.

As part of the implementation, Microsoft Operator Connect requires service providers to have Session Border Controller (SBC) certified for Direct Routing.

For existing Oracle carrier customers, the transition to Operator Connect will be seamless, as our SBCs are certified to work with both Direct Routing and Operator Connect. In addition, our longstanding relationship with Microsoft — with Lync, Skype for Business, Direct Routing, and now Operator Connect— ensures our SBCs will flawlessly handle new Microsoft Teams voice functionalities and support the highest performance and security demands.

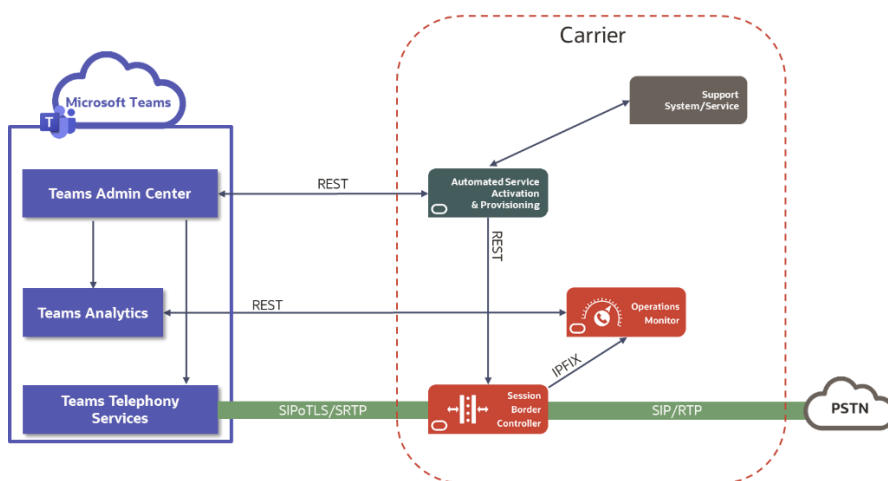


Figure 2. Microsoft Teams Operator Connect – example solution architecture

## Why Oracle SBC?

Oracle pioneered the SBC market with the world's largest telecom providers and has 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

**Certified Solution:** Oracle SBC is fully certified for Direct Routing for both media bypass and non-media bypass. With this certification, Oracle SBCs also support Operator Connect.

**Security architecture:** Provides advanced DoS/DDoS protection, media policing and intrusion detection.

## Why Oracle Communications for existing Oracle SBC customers

- Ensure smooth migration to Microsoft Teams for existing enterprise customers
- Reduced migration cost to Microsoft Teams
- Continue leveraging the proven performance and stability of Oracle's SBC
- Improve customer satisfaction with end-to-end voice quality reports
- Complete feature set supporting Microsoft Teams requirements

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

**High scalability:** Oracle SBC scales up to 160,000 media sessions (60,000 transcoded) in a single entity - [Acme Packet 6350 datasheet](#)

**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 Microsoft 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.

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

[oracle.com/microsoft-certification](https://oracle.com/microsoft-certification)

## Why Oracle Communications for Microsoft Teams Deployments

- Certified for Direct Routing
- Support for Operator Connect
- Long term partnership with Microsoft
- Oracle solutions are trusted by Microsoft for best performance

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