



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, Multi-tenant Collaboration experience.

ARE YOUR ENTERPRISE CUSTOMERS MOVING TO MICROSOFT TEAMS?

A coherent and standardized collaboration and communication process is essential to organizations of all sizes, across any industry. One of the ways Enterprises are ensuring optimal collaboration across their business is by using a platform that allows for a combination of communication methods. There is a clear market shift towards Team workspace solutions, in a recent NoJitterⁱ survey 90% of correspondents are using Team workspace solutions. Microsoft Teams is a chat and collaboration platform for Microsoft Office 365 customers designed to simplify group work. Teams' integration with other Microsoft services allows for shared files and calendars, collaborative editing, and easy switching between voice, video and text chat. Since it was introduced in March 2017, Teams has been available to Office 365 customers across 181 markets worldwide, with more than 20M active users as of November 2019. 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.

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

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

ⁱ Data Source: NoJitter.com 2018 Team Collaboration Survey June, 2018 (161 respondents)

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.

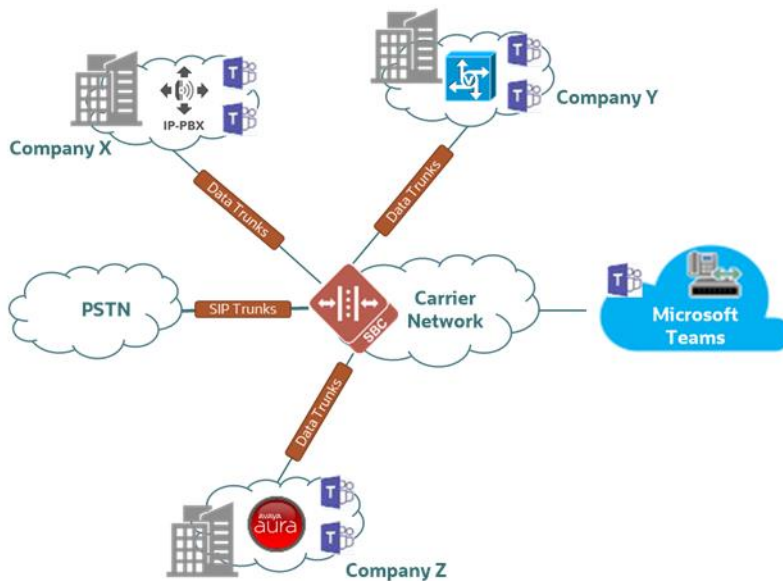


Figure 1. Microsoft Teams Carrier Model

For the service providers, Oracle SBC offers all the features required to provide a seamless, secure, trusted real-time multi-tenant 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
- Multi tenancy 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. Oracle's customers who's SBCs support the latest release Cz830 can benefit from all the Microsoft supported features in the media bypass configuration as well as the non-media bypass configuration.

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 to support Microsoft Teams required

Why Oracle Communications for Microsoft Teams Deployments

- Certified for Direct Routing
- Long term partnership with Microsoft. Oracle solutions are trusted by Microsoft for best performance
- No additional licenses needed to connect to Microsoft solutions

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 SBC's prior to delivery. Oracle SBC is fully certified for both media bypass and on-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: REST API provisioning & SDM element manager.

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 telcom 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 multi-tenant environment for Microsoft Teams collaboration. Oracle's experience in protecting real-time communications across carrier networks benefits service providers preferring hosted multi-tenant 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 (multi-tenant).

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