

Operator Connect

Provided by NTT DATA

Operator Connect is Microsoft's latest offer allowing you to integrate NTT DATA Calling Plans and Audio Conferencing services directly into Microsoft Teams. NTT DATA are one of a limited number of global providers who have been selected by Microsoft to provide PSTN directly to your Teams environment.

With NTT DATA and Microsoft Operator Connect it's simple to add voice to Teams and unlocks several important, instant benefits:

- Leverage our global coverage and support, while enabling a modern calling experience in Teams.
- **Simple and quick to deploy:** It can take just minutes to connect to your operator and assign phone numbers to users – all from the Teams Admin Center. You do not need to be an expert in voice to deploy calling to Teams and you can be ready to go within a week of selection, from the administration portal.
- **Operator-managed infrastructure:** PSTN calling services and Session Border Controllers (SBCs) are fully managed, saving on hardware purchase and natively managed.
- **Enhanced support and reliability:** we provide shared service level agreements and telephony incident management, while direct peering powered by Azure creates a 1:1 network connection for enhanced reliability.



Instant benefits:

- Get carrier-grade telephony and access from a single provider.
- Easily access and administer these services directly from the Teams Administration Portal.
- Leverage NTT DATA's global high quality Voice services and footprint.
- End-to-end "on-net" service if Client is NTT DATA GN-enabled.
- Advanced call quality and service availability metrics from NTT DATA embedded in M365 portal.

Delivering more than Integrated Voice

We deliver end-to-end solutions for your Teams deployment, allowing you to get the maximum benefits from the application. Our Microsoft Teams expertise includes:

- Room Systems.
- Video interoperability.
- Compliance Recording.
- Emergency calls (where applicable).

Jointly with Microsoft, we are offering qualifying organizations an Operator Connect Workshop. Lead by our Professional Services Team, this will enable you to ensure you're fully prepared for the integration, including both the technology and the people aspects of the change.

Cover your full environment

We understand our clients have different needs and require various Managed Service levels depending on their stage of digital workplace transition.

To meet this, we offer additional tiered service models tailored to meet your business needs. From offloading tasks to full estate management, we provide complete lifecycle support across your collaboration and communications environment.

Managed Employee Experience

Essentials: Partner with NTT DATA Cloud Specialists who work alongside your IT team. NTT DATA's trusted advisors share their extensive experience, certified expertise, and provide established escalation paths with our technology partners for your UCaaS estate.

Premium: Off-load the management and operation of business-critical workloads. Focus on your company's core competencies while NTT DATA supports you with ours: SLA-driven operations, certified engineers, proactive monitoring and full-service management of your cloud, on-premises and hybrid collaboration, communications, and productivity solutions.



Modern Work



Interconnection

- NTT DATA is connected to direct peering through Microsoft Azure Peering services, providing a dedicated secure and resilient voice connection.
- Carrier-grade connectivity with high availability and full redundancy per region.



Number Provisioning

- NTT DATA provides direct Telephone and Service numbers to organizations' MS365 Tenant.
- Administrators can assign phone numbers/DID's within the Teams Admin Center.



Management

- Organizations can clearly identify NTT DATA telephone and service numbers.
- Access is provided to the NTT DATA portal to manage telephone number inventory, calling plans, requests and download copy invoices.



Reporting

- Enhanced call metrics are captured with NTT DATA calling and usage.



Availability

- NTT DATA provides extensive, global call coverage.



[Contact us](#) to find out if you qualify for a complimentary Teams assessment through your existing Microsoft licensing agreement.



Support

- Microsoft and NTT support organizations are connected. This allows us to react and provide proactive business critical SLAs for your voice services.



Selecting NTT DATA will deliver instant voice integration and support that will provide you with the reliability and confidence you need for business continuity. NTT DATA's Operator Connect will deliver:

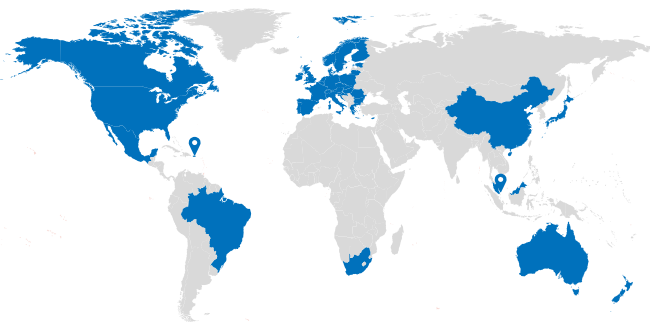
- Telephony access into Teams.
- Audio Conferencing access in 140+ countries.
- User phone numbers in 40 countries.
- Geographic Toll numbers in 90+ countries.
- Toll-Free access in 100+ countries.
- Access to the Teams Administration portal for user management.
- Bring your own carrier capabilities to extend standard calling plan availability.



Cloud Hybrid

- On-net call routing and termination
- Bring your own number (BYON)
- Digitalized number routing management

NTT DATA Telephony Services



Visit us at services.global.ntt/operator-connect

AMERICAS

- Brazil
- Canada
- Mexico
- Puerto Rico
- USA

APAC

- Australia
- China*
- Hong Kong
- Japan
- Malaysia
- New Zealand
- Singapore

EMEA

- Austria
- Belgium
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Italy
- Ireland
- Lithuania
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- UK

*Only available with Direct Routing for Microsoft Teams.