



# | Modern Voice .

Getting the best from your Microsoft solutions  
with end-to-end support and expert advice.

Gold  
Microsoft Partner



# What is CPS Modern Voice?

CPS Modern Voice is a portfolio of services that provides the single most cost-efficient approach to enabling Microsoft Teams Phone System & Voice as a Service. By extending the Teams features that are set to include telephony capabilities, organisations offer themselves a viable replacement for their often less capable but more expensive PBX platform.

Through a modular design, the CPS Modern Voice portfolio provides the single most cost efficient approach to overcoming the PSTN connectivity challenge, and enabling Teams voice as a service. For organisations who are already invested in Microsoft 365 and have a user base that's familiar with Teams collaboration & meeting capabilities, extending the Teams feature set to include telephony provides a viable replacement for the traditional PBX platform.

- |  |   |
|--|---|
|  Landline & Mobile Calling      |  Call Pick-up & Call-Park  |
|  Auto Attendants & Call Queues  |  Caller ID & Call Blocking |
|  Visual Voicemail               |  Unassigned Number Routing |
|  Blind & Consultative Transfers |  Busy-on-Busy              |
|  Call Forwarding & Sim-Ring    |  Integrated Teams Dialpad |

## The Solution

Calling Plans, Operator Connect and various flavours of Direct Routing all offer the means to connect Teams to the telephone network, each with significantly differing costs, complexity to deploy, and technical limitations.

Choosing which solution fits best can be challenging and often results in paying a premium for a service that you only partially consume. CPS Modern Voice replaces these traditional methods with modular options that ensure a best fit solution based on the size and technical requirements of your organisation. The solution provides the same level of functionality at a fraction of the cost. With just three steps CPS can support your journey to finding the best modular options for your solution that will fit all your requirements.

## Step 1

### Select a Modern Voice Core Service

Choose from 3 distinct core Modern Voice services to ensure the perfect balance of cost, effort, and capability

#### Modern Voice: Direct

Carrier hosted Direct Routing that provides direct pairing between Microsoft Teams and the public telephone network. This service favours smaller organisations absent of any complex requirements such as integrating their existing PBX or analogue devices with Teams.

- Per user per month cost model (£4.00)
- One-time setup & onboarding cost (£995.00)
- Includes 2000 UK landline minutes per user per month
- Includes 2000 UK mobile minutes per user per month for 3-year commit
- No integration with the organisations legacy PBX
- Can provide new numbers or port existing number ranges

#### Modern Voice: Gateway

Hosted SBC as a Service that allows organisations to use their existing SIP trunk provider for connecting Microsoft Teams to the public telephone network. Honour existing carrier contracts or retain favourable calling rates by using your preferred carrier without having to deploy additional infrastructure.

- Priced on a per channel per month basis (£8.00)
- One-time setup & onboarding cost (£995.00)
- SBC as a Service solution
- Bring Your Own Trunk (BYOT)
- Supports PBX connectivity (via Modern Voice: Integration module)
- Significant cost saving versus typical 'per user' models

#### Modern Voice: Connect

Hosted SBC as a Service inclusive of carrier grade SIP trunk connection and calling minutes.

- Priced on a per channel per month basis (£19.00)
- One-time setup & onboarding cost (£995.00)
- Includes 5000 UK landline minutes per channel per month
- Includes 2000 UK mobile minutes for 3-year commit
- SBC as a Service inclusive of SIP trunk and calling plan
- Supports PBX connectivity (via Modern Voice: Integration module)
- Can provide new numbers or port existing number ranges



## Step 2

### Select Modern Voice Add-on Modules

Add-on modules provide additional features and services on an as-needed basis. Avoid inflated costs and redundant capabilities by only selecting the optional extras that you think you'll benefit from.

#### Modern Voice: Integration

Allows the connection of a PBX or other SIP endpoint to the Teams environment for seamless migration and interop with other platforms.

- Priced per node per channel
- Enables PBX/ATA/SIP connection
- Suitable for phased migrations
- Affords cross platform calling

#### Modern Voice: Go-Live

Support with the initial configuration and enabling activities that are required beyond the provisioning of the core service.

- Go-live support & assistance
- Assignment of numbers to users
- Attendant & Queue configuration
- User policy configuration

#### Modern Voice: Support

Provides a managed service for business-as-usual activities which the customer may not have the skills or resource to accommodate.

- Adds, move, and changes
- Attendant & Queue changes
- Policy updates & Holiday Sets
- Remediation & troubleshooting

## Step 3

### Select a Go-Live Date for your Service

On-boarding and enabling your Modern Voice solution is a fully managed experience. A dedicated resource will work backwards from your preferred go-live date to help you with completing planning and readiness activities.

“ Organisations already using Teams for collaboration & meetings are primed for Teams Voice which allows for flexibility at a lower cost. ”

## Key Benefits

- Cheaper than Microsoft Calling Plans & alternate options
- Low complexity to deploy and resourcing investment
- Modular approach omits unnecessary cost & capability
- Predictable subscription based cost model
- Carrier grade quality voice services
- Zero customer infrastructure requirements
- Greater utilisation of existing Teams subscriptions
- Enables replacement of traditional PBX and points solutions
- Increased mobility, flexibility, and productivity for users
- Rich, modern, and more capable calling feature set
- Fully managed delivery and enablement process

## Next Steps

#### Due Diligence

Consider the benefits and possibility of moving to Teams Phone System against your current solution



#### Funded Workshop

Speak to CPS to see if you qualify for a free Microsoft funded Modern Communication workshop



#### Product Demonstration

Keen to see Teams Phone System & Voice capabilities in action? Arrange for a CPS guided product demonstration with open Q&A forum



#### Cost Analysis

Complete a cost comparison to find out how much you'll save by moving to a Teams native telephony solution through CPS Modern Voice



# CPS & Unified Communications .



“ Our mission is clear, to enable our clients to achieve their strategic priorities, through the delivery of business solutions that are built on Microsoft Cloud technology. ”

## Why CPS? .

- Leading Microsoft Teams Voice partner of choice
- Historic OCS, Lync, and Skype Server pedigree
- Successful in all sectors, scales, and complexities
- Flexible & robust delivery and operational frameworks
- Mature relationships with Microsoft & leading UC vendors
- +26 years of working with Microsoft technology
- Embedded project management & resource in depth
- Dedicated adoption & change practice telephony solution through CPS Modern Voice

<p>Gold Cloud Productivity Meetings and Meeting Rooms for Microsoft Teams Advanced Specialisation</p>	<p>Microsoft FastTrack Partner</p> <p>Gold Project and Portfolio Management Gold Communications Gold Data Analytics Gold Application Integration Gold Messaging Gold Application Development Gold Collaboration and Content Gold Cloud Platform Gold Datacentre Gold Cloud Productivity Gold Enterprise Mobility Management Gold Windows and Devices Gold Security Silver Small and Midmarket Cloud Solutions</p>
<p>Gold Cloud Productivity Calling for Microsoft Teams Advanced Specialisation</p>	
<p>Gold Cloud Productivity Teamwork Deployment Advanced Specialisation</p>	
<p>Gold Cloud Productivity Adoption and Change Management Advanced Specialisation</p>	



Crown Commercial Service Supplier



To find out how we can support you on your journey, contact us today.

+44 (0) 1628 321321  
hello@cps.co.uk  
cps.co.uk