



Simple and efficient management of integrated Avaya and Microsoft collaboration solutions from a single pane of glass

Many enterprise organizations are updating their UC strategy to take advantage of the market leading capabilities of Microsoft Teams, whilst continuing to benefit from their investment in existing Avaya systems.

Combined in a holistic way, Microsoft Teams can offer improved mobility and agility, particularly aimed at knowledge workers, whilst Avaya can deliver the maturity and robustness that organizations expect from enterprise voice.



AGILITY AND ROBUSTNESS

Extend Avaya UC and CC enterprise systems to Microsoft Teams with VOSS

The challenge comes with managing this combined solution efficiently and seamlessly, so that users across both systems can communicate freely, whatever their choice of client. Investing in new, separate management systems, creating islands that cannot communicate, or driving unnecessary operational costs is not an option and organizations are increasingly looking to deploy multi-vendor management systems to resolve this.

Challenges solved

Providing comprehensive control, management, and assurance of Avaya enterprise voice applications for UC & CC.

Single point of control: Providing a single point of control for all numbers, users, their services, and their endpoints. Extends the benefit of VOSS Automate to users with Microsoft Teams.

Manage users and devices: Provides operational controls, audit, and access profiles to manage changes across the combined estate of users and devices.

Freely communicate: Allows users with either Avaya or Microsoft endpoints to freely communicate, including on-net calling between users.

Direct Routing: Uses Microsoft Direct Routing technology to extend mature call control and robustness of Avaya Enterprise Voice – including central PSTN breakout services.

Reduce licence costs: Builds on existing Microsoft E3 licenses – keeping license costs to a minimum.

Full flexibility: Allows control, and choice of tariff plans – reducing call costs.

Single integration point: Provides a single and consistent integration point into high layer billing and reporting systems.



V O S S A U T O M A T E

VOSS Automate provides the automation and orchestration to solve many challenges which drive success and user adoption, while greatly reducing delivery costs. VOSS Automate is deployed by a large number of Service Providers and Enterprises; all utilizing a wide range of unified communications (UC) and collaboration solutions and technologies.

Providing a coherent single pane view of all UC applications, services, end points, and network infrastructure. It offers comprehensive management (single stack: Microsoft and Avaya) and user on-boarding through intuitive workflows (Quick Add Subscriber) or bulk loaders (customer provisioning).



VOSS Automate on Avaya systems includes a comprehensive range of controls to manage users, their associated services, devices and numbers.



VOSS Insights provides flexible dashboards and drill down reports to monitor usage and trends across the entire UC and CC estate.

Technical Details

VOSS Automate simultaneous management of Avaya and Microsoft Teams solutions

VOSS Automate provides management for the existing Avaya solution through an intuitive web portal – with access being controlled through comprehensive role and access profiles. All changes are managed and recorded into the VOSS Automate transaction log and this may be exported for further offline analysis and audit purposes.

The management may be extended out to manage a Microsoft Teams solution through the same web portal – providing a single view across the combined UC solution of all users, numbers, devices and associated services.

Bulk changes may be made through VOSS Automate bulk loaders and if required changes may be initiated from third party systems such as ServiceNow.

Avaya installations can be easily incorporated under VOSS Automate management – a process known as Sync and Overbuilding – providing a fast start for customers with existing installations that need improved and multi-vendor management.

Control and management of Avaya UC and CC applications

VOSS Automate provides a spectrum of tools and capabilities to manage an Avaya solution – either on premise or cloud based. Wizards are provided to simplify multi-step operations and where transactions fail – these are automatically rolled back – and can then be edited and replayed. VOSS Automate plays a role during initial on-boarding (around topics such as Dial Plan management) and then day to day operations (managing common service requests involving users, devices and associated services). The portal also provides a view and management of the total number inventory – for both internal extensions and external e164 numbers.

Directory integration is also provided so that users (and contact card details) can be automatically synchronized from an organization's Active Directory.

The following Avaya applications are supported:

- Avaya app integration - 7.x or 8.x
- CM - Communications Manager
- SMGR - Aura System Manager
- Equinox Management Server
- OfficeLinx (ESNA)

Integration to Microsoft Teams with Direct Routing

VOSS Automate Direct Routing is a capability that simplifies the operation and management of hybrid solutions (Avaya/Microsoft) - where both types of clients are deployed and communicate freely. It provides this through a single pane view of the entire estate of numbers, users, services and devices – so that the complete estate can be managed in a secure, coherent and consistent way from one system.

VOSS drivers are included and selected as required when provisioning onto a Avaya solution, Microsoft Teams (using PowerShell scripts) or a third party application.

VOSS Automate Direct Routing is included with the VOSS Automate Premium License.

Technical Details

Choice of clients for different worker needs

The combined Avaya / Microsoft solution supports a wide range of end-points. Both types of client are supported – all Avaya end-points as well as the Microsoft Teams client – the exact profile of client and attached services being defined when a user is provisioned into the estate. Clients may be selected, freely mixed and matched dependent on the exact use or application need – be that a mobile knowledge worker, a desktop based user, meeting, lobby or conference rooms or full video conferencing facilities. Analog devices in particular are supported via the Avaya solution. Should a user's needs change – then alternative services and end-points may be selected and provisioned from VOSS Automate.

Provisioning of either client is simplified through the VOSS Automate Quick Add Subscriber workflow (QAS) – allowing collaboration services, numbers and associated end points to be easily selected during the provisioning process.

Microsoft Direct Routing and Enterprise Call Control

Integration of Microsoft Teams clients (which are registered with the Microsoft Phone System in the cloud) is through a Microsoft Teams supported technology called Direct Routing. This connects the Microsoft Phone System into the main Avaya communication service – providing robust voice calling, superior call control and break-out access to the Public Telephone Network (PSTN). The Direct Routing connection is carried over the Internet and is terminated in the data center on an approved SBC, which has been formally tested and supported by Microsoft for the solution. No other related equipment (e.g. Cloud Connector as was used with Skype for Business) is required to connect to the Microsoft Cloud, reducing complexity and cost.

PSTN break-out and tariff control

By including the central PSTN break-out point into the solution, full flexibility and control is opened up for call tariffs – ensuring these can be catered to the needs of individual enterprises, call costs can be reduced, existing commercial contracts if in place with an enterprise customer can be honored and calls between different types of client can be kept fully on-net. The Microsoft standard Calling Plans for domestic and/or international calling are not required and are replaced by the above.

Managing Microsoft License Costs

Most enterprise organizations make use of the Microsoft E3 user license (including Microsoft Exchange, the Office productivity suite and the Microsoft Teams client). The solution described here can make use of this existing user license, keeping the need to upgrade to the more expensive E5 license to a minimum.

Assurance and Analytics

Deep insight into service operations and the quality of the integrated solution, including advanced analytics that measure how the service is being consumed, and the ability to automate responses to any issues that are raised.

This capability requires VOSS Insights (optional).

Billing and Reporting

Where changes to either part of the estate (Avaya or Microsoft) are made and these result in a billable change, these may be reported dynamically and automatically northbound into a suitable billing platform for timely and accurate raising of charges. This capability requires the VOSS NBI Module (optional).

Included with VOSS Automate is a reporting feed for the combined estate that maybe consumed by higher level reporting systems.