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March 2025

**Awards**

1. Microsoft Country (Nigeria) Cloud Productivity Partner of the Year 2016, 2023
2. Microsoft Country (Nigeria) Cloud Excellence Partner of the Year 2016
3. Cisco Winners Circle EMEA 2016.

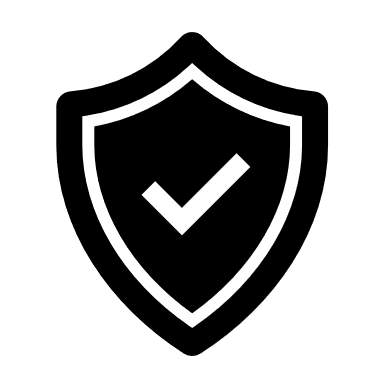
**OEM Partners**

1. Microsoft (Gold Partner)
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**TECHNICAL PROPOSAL ON MICROSOFT ENTERPRISE VOICE PROPOSAL**

**(TEAMS DIRECT ROUTING)**

Submitted By: Signal Alliance Consulting



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# Executive Summary

# Union Bank is a financial institution that offers a wide range of financial services to its customers. To stay competitive and provide the best customer experience, it is important for Union Bank to adopt modern communication technologies that improve communication and collaboration within the organization. With the increasing demand for remote work and telecommuting, it is essential to have a reliable communication system that allows employees to communicate with each other, customers, and partners from anywhere, anytime. This proposal presents the implementation of Enterprise Voice over Teams and Direct Routing for Union Bank, which will provide a unified communication and collaboration platform that will enhance productivity and reduce operational costs

## SIGNAL ALLIANCE UNDERSTANDING OF UNION BANK’S REQUIREMENTS

## 2.1 UNDERSTANDING THE PROBLEM

## Union Bank's current communication system is limited, expensive, and not scalable. The bank's communication system is based on traditional PBX systems, which are expensive to maintain and require a lot of hardware infrastructure. The traditional PBX systems have limited functionality, which makes it difficult for employees to collaborate and communicate effectively. The existing communication system also lacks features such as video conferencing, instant messaging, and file sharing, which are essential for modern communication and collaboration. The current communication system does not support remote work and telecommuting, which is becoming increasingly important in today's business environment.

## 2.2 NETWORK ASSESSMENT

Network Assessment is an offer that provides an application-centric evaluation to pinpoint problems that could affect your future Microsoft Unified Communications/VOIP solution.

As IP Telephony, Video Conferencing and other bandwidth-intensive applications emerge as viable choices for implementation, organizations like Union Bank need a way to accurately evaluate their network capabilities before undertaking these projects. Recurring network issues for existing infrastructure also demand expert detection and analysis. Just like Union Bank has determined to do, many organizations determine that a feasible solution is to have their network assessed for current performance issues. In this section, Signal Alliance will explain the concept and practice of the network assessment in planning for future implementations or troubleshooting existing ones, and the process behind Signal Alliance’s Network Assessment will provide a quick snapshot of the current network with an infrastructure, performance, availability, management, and security metrics considered. This information is utilized for making effective strategy recommendations and design proposals to Union Bank.

**Signal Alliance Consulting** will provide a written objective evaluation and make appropriate recommendations for immediate remediation.

**Tools Deployed for Network Assessment**

Protocol Analyzers and Network Diagram applications are key test components in our network assessment and troubleshooting engagements. These tools not only analyze the packets sent through different protocols, but also produce statistical analyses of data traffic. Other tools can generate network traffic for testing purposes. Many protocol analyzers also have the capability to record defective packets and packet fragments which help point to sources of network errors. The more powerful analyzers combine specialized hardware with high-performance analytical software that is often based on an expert system. Signal Alliance’s network specialists use a combination of hardware and software protocol analyzers to measure and diagnose networks in hundreds of protocols.

**Signal Alliance Assessment Process**

Our network assessment service follows a consistent, standards-based methodology that has been documented as a practice for our personnel to follow.

Below are the main steps our network specialists take to conduct a network assessment:

During the Testing portion of the assessment, Signal Alliance network specialists employ a wide array of testing techniques to monitor for trends and anomalies in network traffic. These techniques include:

* Physical Health Analysis: Isolates physical errors related to core networking devices such as switches, routers, and hubs, depending on the LAN and WAN topologies.
* Broadcast Storm analysis: Isolates causes of broadcast storms (sequence of broadcast operations from a device or group of devices) and the possible effect on the network.
* Network Capacity Overload Analysis: Examines network utilization, availability, and any problematic utilization levels.
* Network Throughput Analysis: Measures actual speed of data transfer against standard.
* Network end-to-end Inter-packet Timing Analysis: Measures timeliness of data transfer across the network.
* Transport and file Re-Transmission Analysis: Examines how often data packets are retransmitted (redundant data flow), which may affect communications between workstations and servers, IP Telephony endpoints and the soft switch, etc.
* Packet Route and Path Cost Analysis: Examines the route of packet transfer throughout the Africa Re network, and the number of hops and paths made in transferring the data.
* End-to-end File Transfer Analysis: Examines file access process for any delays or interruptions that might be caused by network delays, failure of the operating system, application, or device.
* Trace Decoding: Examines data captured for any problematic packets or frames and isolating their causes.

By applying the above techniques to the Union Bank network baseline, Signal Alliance network specialists can isolate issues as to their exact cause. The data generated also provides an idea of what the network’s optimum level of performance should look like.

By standards, 75% utilization by IP protocols indicate the network might become overloaded at some point as more users are migrated to the concerned application, and the need for more bandwidth to improve network availability and efficiency.

**Assessment Deliverables:**

Upon completion of the network assessment, Union Bank will receive the following:

* A review of the existing network infrastructure design and issues.
* Network readiness assessment for Office 365 connectivity for up to 20 bank’s sites
* Creation of a bandwidth plan for up to 5 personas
* Assessment of connectivity or traffic not associated with Office 365 connectivity but relevant to implementation.
* Assessment of remote access connections (VPNs) and wireless networks
* Review, design, or configuration of the quality of service on the network
* Review of network equipment configuration
* Design, implementation, or configuration of any network component
* Load testing on network connections. (Single-session testing from a given site to Office 365)
* Network path analysis beyond a proxy service (when used)

The results and recommendations from the network assessment will enable Union Bank to develop a detailed understanding of their current network capabilities and determine if the network supports their technical direction and timeline for implementation.

## 2.3 ADVANTAGES OF ENTERPRISE VOICE TO UNION BANK

**1) Save Time**

No longer will you have to carve out time to hunt for a conference room or drive across town to have a meeting. You can simply meet within the comfort of your office and on the go. A meeting can literally happen thanks to a few mice clicks even where there are no data coverage.

**2) Lower overhead**

Without the added cost of travel or maintaining traditional phone systems (and paying the phone bills that come with it), you can effectively lower overhead and allocate that money towards other parts of your business.

**3) Connect Remotely:**

[Remote members](http://bluejeans.com/blog/top-10-tips-to-work-from-home) can connect no matter where they are with team members back at the office. While you are on the road, mobile applications also allow you the freedom to meet, provided there is a reliable connection. You can connect to meeting using normal PSTN lines even in very remote areas without data coverage.

**4) Convenience:**

Audio conferencing extending to PSTN allows great flexibility to meet and un-meet; that is, changing meeting times, squeezing in last-minute meetings, or changing locations.

**5) Make Fast Decisions**

Making important decisions with many people involved can mean a lot of back-and-forth emails or long-winded audio calls. When people can be reached at any time, it optimizes productivity and makes decision making faster.

**6) Go Green**

Video conferencing reduces the need for travel, and by extension your carbon footprint. Did you know a meeting that takes place by video conference uses one hundredth as much energy as one in which participants took a flight so they could sit together?

**7) Affordability**

With video conferencing becoming the norm, there are various types of systems to fit any size business. No matter how much you spend, the benefits in saving time and going green, surely outweigh that.

**8) Reduce Travel**

The strain of travel can be exhausting; no one likes to sit on long flights or get stuck in an airport because of a snowstorm. Video conferencing can reduce the need to see clients in person.

## 3.0 SIGNAL ALLIANCE CAPABILITIES, STRATEGY AND ROADMAP

## 3.1 SIGNAL ALLIANCE CAPABILITIES

Signal Alliance has about 85 employees spread across Technical Delivery, Pre-sales, Sales, Project Management, and support staff. As a Typical System Integrator, we have technical competence across many OEMS including Microsoft, Cisco, Avaya, Ribbon, AudioCodes, Checkpoint Securities etc. We have capabilities with Third party solutions that will interact with this proposed Cloud voice system including Contact center solutions, Poly and third legacy PBX.

Signal Alliance has also delivered successful Enterprise voice projects and integration with billing solutions to track usage and monitor the system. Please see the reference section.

## 3.2 SIGNAL ALLIANCE STRATEGY

Signal Alliance has a strategy to closely working with the Original Equipment Manufacturers (OEMs) in delivering a successful and seamless cloud enterprise voice solution to Union Bank. In this case, Signal Alliance will be transparent to all stakeholders including Union Bank, Microsoft, Ribbon SBC and any other third party that might be necessary.

As a system integrator for enterprise customers, Signal Alliance will always parade best-in-class technical consultants for high quality delivery of our solutions to meet the expected business objectives of our customers for engaged projects.

## 3.3 SIGNAL ALLIANCE ROADMAP

Project Methodology with suggested Timelines and project duration:

The project methodology for the implementation of Enterprise Voice over Teams and Direct Routing will follow the following phases:

* Planning: In this phase, the project team will identify the bank's communication requirements, define the scope of the project, and develop a project plan. The planning phase will take approximately four weeks.
* Design: In this phase, the project team will design the architecture of the solution, including the configuration of Microsoft Teams, Direct Routing, SBCs, and SIP Trunks. The design phase will take approximately six weeks.
* Implementation: In this phase, the project team will implement the solution by configuring the Microsoft Teams platform, SBCs, and SIP Trunks. The implementation phase will take approximately ten weeks.
* Testing: In this phase, the project team will conduct testing to ensure that the solution meets the bank's communication requirements and is reliable and secure. The testing phase will take approximately two weeks.
* Training: In this phase, the project team will train the bank's employees on how to use the new communication system. The training phase will take approximately two weeks.
* Deployment: In this phase, the project team will deploy the new communication system and ensure that it is working properly. The deployment phase will take approximately two weeks.

The total project duration will be approximately 26 weeks or six months.

It is important to note that the project timelines and duration may vary depending on the complexity of the bank's communication requirements and the availability of resources. Therefore, the project team will regularly review the project plan and adjust it as necessary to ensure that the project is completed on time and within budget.

| **No** | **Phase** | **Deliverable** | **Expected Duration** |
| --- | --- | --- | --- |
| **1.** | **Envisioning Phase** | Solutions Definition Workshop.  Environmental Audit  Scope of Work Document  Project Plan | 5 days |
| **2** | **Network Readiness Assessment** | Carry out Network Readiness Assessment and provide reports | 5 days |
| **3** | **Assessment Remediation** | Remediation following Assessment reports | 15 days |
| **4** | **Solutions Planning and Development** | Deploy Test and Development Lab.  Preliminary Technology Design Documents.  Migration Plan.  Test Plan. | 10 days |
| **5** | **Pilot and Full Deployment** | Unit Testing Integration Testing  Pilot Deployment Report  All Solutions Deployed | 20 days |
| **6** | **Post Deployment Support** | Stabilize the New Environment | 5 days |
| **7** | **User Acceptance Testing & Sign-off Project** | User Acceptance Document  Hand-Over\Lessons Learnt Workshop  As-Built Documents  Final Design Documents | 5 days |

## 4.0 VALUE ADDED PROPOSITION

## 4.1 BENEFITS OF ENTERPRISE VOICE TO UNION BANK

Microsoft Teams will deliver new capabilities and features that improve and expand collaboration and communication capabilities for Union Bank. This will enable rapid access to experts, peers, and decision makers via the most optimal communications method which accelerates business process completion by significantly reducing human latency. Microsoft Teams delivers benefits for both IT professionals and information workers. Benefits for the IT organization include reducing the cost communication and collaboration.

## 4.2 PROPOSED APPROACH

Our solutions engagement and delivery methodologies use the ITIL / MOF standards. This provides the assurance that projects will be delivered on time and to budget, consistent with best practices while identifying potential risks and mitigating them.

**SIGNAL ALLIANCE** approach to delivering this project to Union Bank is to build a hybrid Skype for Business with Cloud Connector Edition (CCE) and Teams Direct Routing according to Microsoft design. The Teams to be deployed will bring together the different ways that people communicate in a single client interface and are administered through a single management interface.

## 4.3 THE PROPOSED TECHNOLOGY

**SIGNAL ALLIANCE** is proposing Microsoft Teams Direct Routing to address the communication and collaboration need of Union Bank to meet the goals and objectives as discussed above. We will be leveraging on Ribbon Session Border Controller Appliance as the hub for Microsoft Teams integration with On-premises contact center, IP based Legacy PBX (if available), Cisco/Avaya Unified communications Manager and other available platforms.

**Enterprise Voice**

Enterprise Voice is Microsoft’s software-powered VoIP solution. Together with IM, conferencing, audio/video features and full integration with Outlook and Exchange Unified Messaging, Enterprise Voice enables Microsoft Teams users to choose the most appropriate way to communicate with colleagues throughout the enterprise. From their PCs, users can place a call by clicking an Outlook or Teams/Teams contact. Users receive calls simultaneously on all their registered user endpoints. How they choose to answer the call is up to them. This feature also enables users to receive calls on their mobile phones or other mobile devices.

Enterprise Voice users can participate in IP voice sessions that traverse NATs and firewalls. This means that users working at home or on the road can call the enterprise from anywhere an Internet connection is available, without incurring long-distance charges or resorting to a VPN (virtual private network).

Enterprise Voice users receive call notifications on their computers; configure call forwarding in Teams/Teams Admin Portal, and access voice mail either from their computer or by calling an access number. Users enjoy all these features without having to change their existing phone number and with minimal client configuration.

For the business customer, Enterprise Voice provides the following benefits:

* Enterprise Voice can be implemented with minimal hardware additions and without extensive alterations to existing Teams and telephony infrastructures.
* Enterprise Voice can be partly or fully integrated with existing PBX systems, so that you can enjoy the advantages of Enterprise Voice without abandoning the familiarity of your PBX system.
* User deployment is easily reversed as circumstances require.
* Enterprise Voice relies on smart, least-cost routing algorithms for calls to the PSTN.
* Management of your VoIP infrastructure is fully integrated with Microsoft Teams administrative tools.
* A distributed architecture eliminates bottlenecks and single points of failure in traditional communications networks.

Enterprise Voice supports high availability through call admission control (CAC for QoS), branch office survivability, and extended options for data resiliency.

## 4.4 MICROSOFT TEAMS ENABLEMENT

Microsoft Teams is a digital translation of an open office space and offers companies the opportunity to create a more open, digital environment that can meet the evolving needs of collaboration. Using Microsoft Teams, companies can foster easy connection and conversation that helps people build relationships, and improve the visibility, integration, and accessibility of work across the team, so everyone involved can stay on top of what is happening and contribute effectively.

The deliverables for Teams enablement are as follows:

* Enablement of Microsoft Teams and configuration of tenant-level settings to bank’s specifications
* Activation of Call Analytics and Call Quality Dashboard, upload of subnet information, and demonstration of basic functionality to the bank
* Creation and configuration of up to 5 teams in Microsoft Teams with channels
* Support during Microsoft Teams pilot
* Data migration to Microsoft Teams: Content and data will be migrated to Microsoft Teams / associated SharePoint Online sites.
* Custom Teams solution development or integration: Customization and configuration for use with third-party systems such as Avaya, Poly and PSTN. Video Integration with Poly
* Audio Conferencing

## 4.5 MICROSOFT 365 PHONE SYSTEM

Teams in Office 365 provides business calling for people on a global scale, combining Phone System with Direct Routing. Phone System enables call control and PBX capabilities in Office 365, effectively replacing your on-premises telephony hardware. Pair it with Direct Routing or Calling Plan and your users will get full calling capabilities in Office 365.

Direct Routing allows Union Bank to choose who provides voice lines to office 365. With this global reach, Union Bank can select providers based in Nigeria or any other location where the telephony service is needed.

The deliverables are as follows:

* Public switched telephone network (PSTN) connectivity through on-premises integration with a qualified Session Border Controller (SBC)
* Planning and configuration of logical voice routing components that is up to 5 voice policies, 3 custom dial plans (tenant global or tenant user), and 9 normalization rules for each dial plan.
* Deployment and configuration of up to 2 on-premises Teams Cloud Connector Edition instances to bank’s-provided Hyper-V physical hosts in a single site
* Support during a pre-pilot of up to select users and a pilot of up to 500 users (spread between CCE and Teams direct routing)

Telephony Integration

* Design and configuration of third-party networking, telephony, or video conference systems including PBX reconfiguration, PBX programming and PSTN provisioning.
* Integration of analog devices
* Design and configuration for Teams hybrid
* Population of properly formatted E.164 phone numbers in a corporate directory

The diagram below shows a high-level architectural interaction between the different components of the full solution. The hardware provisioning is reflected with the SBC integration with Analog Telephony Adapter and Third-party PBX Systems.

Diagram

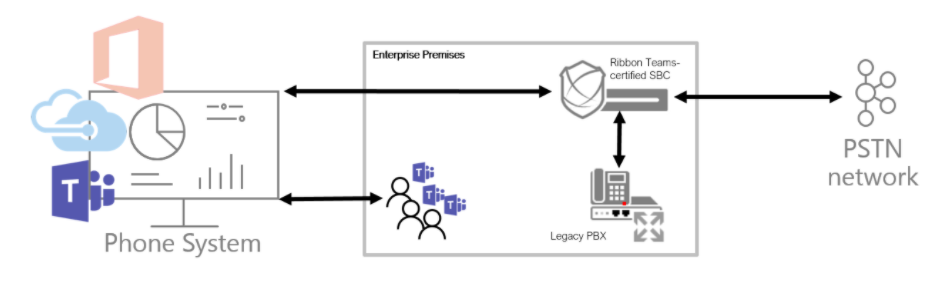
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**Figure:** Components interaction diagram.

With A Ribbon Session Border Controller appliance, third party Unified communications platform like Cisco and Avaya will be integrated with the solution.

## 4.6 MICROSOFT TEAMS DIRECT ROUTING

Microsoft Phone System Direct Routing lets you connect a supported, customer-provided Session Border Controller (SBC) to Microsoft Phone System. With this capability, for example, you can configure on-premises PSTN connectivity with Microsoft Teams client, as shown in the following diagram



**Figure:** SBC Edge connects to Microsoft Teams Direct Routing Deployed in an Enterprise Network

Users on Microsoft Teams can use their internal collaboration systems to make, receive, and manage calls from mobile phones and landlines. What is more, they can handle those calls from the Public Switched Telephone Network, using either Microsoft Phone System solutions and Calling Plans, or Direct Routing.

**How Does Direct Routing Work?**

Direct routing is quickly becoming the go-to solution for companies that want to use the Microsoft Phone System. That is because the Calling Plans path comes with one major downside. If you are still under contract with your existing telephony provider, moving to a new calling plan is likely to incur significant penalties. Additionally, your current plans and line costs might be significantly lower if you stick with an external provider, rather than buying a calling plan through Microsoft.

Direct Routing stands out as the ideal option for businesses that want to leverage the benefits of Microsoft Teams, while still choosing their own external provider for minutes and lines. Microsoft certified partners can provide direct routing for Microsoft Teams solutions through SBC (Session Border Controller) technology.

Direct routing is a name used to refer to a crucial set of tools that manage the connection between your on-premises SIP trunk or PSTN solution, and the Microsoft Phone System. The technology is powered using an SBC, or Session Border Controller.

Whether physical or virtual, the SBC can work however your business chooses. You can have your SBC on-premises or in a cloud datacenter. Additionally, your session border controller functions much in the same way that a gateway router connects the internet in your environment to an internal network. When an incoming call appears on the network, the SBC meditates the session with the Phone system managed by Microsoft.

The communication session passes through the Microsoft Teams client before reaching the other participant in the call. In the same fashion, outgoing calls are routed through the SBC and then appear on the recipient’s end using the SIP trunk or PSTN. Overall, the solution is very elegant and can scale anywhere from a handful of users to tens of thousands of employees in an enterprise.

## 4.7 THE BENEFITS OF DIRECT ROUTING

Many companies are beginning to recognize direct routing as the ideal option for their Microsoft Teams deployment strategies. Direct routing offers an excellent alternative to relying exclusively on the Microsoft environment for phone conversations. There are also some additional benefits in choosing direct routing through a Microsoft partner, such as:

**Phased migration options:** One of the most significant challenges when implementing Microsoft workstream solutions like Microsoft Teams is migrating away from a legacy PBX. With the new option of direct routing, it is possible to adopt a step-by-step approach by migrating users in groups or individually. AudioCodes uses powerful software applications like the User Management Pack 365 to simplify and speed up the process.

**Reporting and monitoring:** While it is possible to get a significant amount of information about Microsoft Teams deployments from the online Microsoft control panels, the data is somewhat limited to the Microsoft environment and UC client. However, because the SBC for direct routing sits between your endpoint devices, PSTN, SIP trunk provider, and Microsoft environment, it is easier to access in-depth reports and information. Your centralized solution can make it easier to monitor call quality and ensure that you are delivering the right quality of experience overall.

**Media bypass:** With a media bypass, companies can reduce the amount of traffic that is flowing to and from a Microsoft data center. This means that call media can be routed more directly to the SBC. The solution dramatically increases the quality of the call, while reducing network traffic too.

Perhaps most importantly, Microsoft direct routing is particularly valuable because it gives businesses the freedom that they need to create the communication stack that’s right for their needs. With direct routing, you do not have to rip and replace your entire communication strategy to take advantage of the benefits that Microsoft Teams can offer.

Direct routing ensures that businesses of all sizes can retain their existing SIP trunk lines or PSTN, regardless of the size of the business. This flexibility means that companies can reduce the total cost of ownership for collaboration and communication by delivering lower calling charges and better control of communication solutions.

Direct routing even means that you can connect your SBC solution to virtually any telephony trunk or interconnect with a third-party PSTN. You can take this route to configure interoperability between your existing telephony equipment, third-party private branch exchanges, and the Microsoft Phone system.

Direct routing lets you retain your existing PSTN or SIP trunk lines, no matter the size of your enterprise. It reduces the total cost of ownership by giving you lower calling charges and helps you get total control of your communications solution.

## 4.8 MICROSOFT DIRECT ROUTING IN THE ENTERPRISE

When businesses opt for direct routing and participate in a scheduled conference or call, the dial-in number is delivered by the Microsoft Audio Conferencing service. That means that even if you have an existing package from your phone service provider, you still need the right licensing from the Microsoft Teams environment too.

users who want to access the Direct Routing strategy will need a Session Border Controller system from a source that has been pre-approved by Microsoft. Some of the existing options include AudioCodes and Ribbon, with more to come.

To access Microsoft Teams direct routing, you will also need a Microsoft Teams enterprise account and a phone system license that is eligible for Direct Routing. This option for communication is only supported by the Microsoft Teams client. You will not be able to use it with Teams online.

**POLY AND MICROSOFT**

Poly and Microsoft help change how people interact with co-workers, customers, and partners through a more effective, personalized collaboration experience. Together, Microsoft and Poly deliver a standards-based, end-to-end UC solution optimized for Microsoft environments.

Microsoft and Poly continue to invest in product development and go-to-market initiatives to deliver high-quality UC options for customers, with rich integration across the Microsoft and Poly portfolio. Together, the companies provide a seamlessly interoperable UC solution for voice, video, conferencing, and collaboration, giving customers a choice through the scalable Poly infrastructure and Microsoft Teams platform.

The Poly solutions, integrated with Teams or other components of Microsoft UC platform, enable users to collaborate from their desks, on the road, at home, or in a conference room. Furthermore, customers benefit from an enterprise grade quality personalized communications experience that is more collaborative, engaging, and accessible with lower costs and improved productivity.

Poly is the only company that provides scalable HD voice and HD video integration in enterprise and company-to-company environments with Microsoft Unified Communications including Microsoft Teams and Microsoft Exchange online.

**Direct integration** – Poly voice, video, conferencing, and collaboration solutions work directly with Microsoft Teams and core Microsoft infrastructure such as Active Directory, eliminating the need for additional gateways and lowering total cost of ownership.

* **Innovative solution** – Poly provides solutions that improve daily workflows and facilitate communications enabled business processes (CEBP) within the enterprise.
* **Most comprehensive portfolio** – Select from the full line of the Poly CX family for purpose-built solutions optimized for Microsoft Teams, or best-in-class standards-based voice and video solutions with direct interoperability to Teams.
* **Enterprise and B2B communication** – Poly voice and video solutions leverage the Microsoft Teams infrastructure to traverse firewalls and enable federation calls between organizations.
* **Simplified management and security** – Microsoft and Poly deliver a highly scalable and more secure conferencing solution. The solution simplifies deployment, provisioning, and management, helping customers cut overall costs in their UC infrastructure.
* **Scalable enterprise communications** – The Poly® RealPresence Platform helps ensure that real time voice and video communication, as well as streamed media, can scale and provide high availability and redundancy.
* **Video content management throughout the content lifecycle** – Poly RealPresence Media Manager gives organizations a proactive IT management console that establishes rules for the lifecycle of storage- and bandwidth-intensive video content.

**Other Points to Consider Include:**

* An office 365 subscription to E1, E3 or E5 license.
* A Microsoft audio conferencing license (add-on for the E3 license or as part of the E5 license. This is required to bring external participants into meetings)
* Phone system license (E3 or E5)
* A qualified SBC with a vendor that is supported by Microsoft.
* A connection to the SBC, such as a SIP signaling port.
* A public IP address for your SBC
* A public DNS for the SBC
* A SIP trunk or PSTN

**In Summary**

Whichever route that is chosen to bring direct routing to your Microsoft Teams experience, you will need to make sure that:

* **All your licenses are assigned to users correctly,** and that users have access to their voicemail and individual phone numbers.
* **Voice routing is properly configured with voice routing policies,** PSTN gateways, and PSTN usage solutions.
* **Teams is set as the preferred client for calling within your enterprise.**
* **Voice routing policies are properly assigned to users**, and acceptance testing is delivered for both dial-out and dial-in strategies.

## 5.0 OUR REFERENCES

Signal Alliance has undertaken Direct Routing Implementations at these organizations. Most of the Direct Routing implementation have been completed or is at an advanced stage of completion. Feel free to contact the various project managers of these establishments to enquire about our expertise in Microsoft Enterprise Voice (Direct Routing implementation).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| UNION BANK VENDOR REFERENCE INFORMATION | | | | | |
| S/No | **Work/Contract Title** | **Client** | **Start Date** | **End Date** | **Client’s contact details** |
| 1. | Microsoft Enterprise Voice | First Bank Nigeria | Jan. 2022 | August 2022 | Adewale I Salami  (C.T.O) |
| 2. | Microsoft Enterprise Voice | First City Monument Bank | Mar. 2019 | Jun. 2019 | Joseph Oladele  Joseph.Oladele@fcmb.com |
| 3 | Microsoft Enterprise Voice | Economic Community of West Africa States (ECOWAS) | Jan. 2017 | May 2017 | Adebayo Adewale O.  (IT Supervisor).  +234-803-471-0155  [aadebayo@ecowas.int](mailto:aadebayo@ecowas.int) |
| 4 | Microsoft Enterprise Voice | Flour Mills of Nigeria | Apr. 2020 | Nov. 2020 | Olaide M. Olukoya  ololukoya@fmnplc.com |
| 5 | Microsoft Enterprise Voice | AXA Mansard | Feb. 2020 | Feb. 2020 | Adebayo Bello  Adedayo.Bello@axamansard.com |
| 6 | Microsoft Enterprise Voice | United Bank for Africa | Nov. 2019 | Apr. 2020 | Habib Jubril  **+234-8068301244**  Jibril habib.jubril@ubagroup.com |

## 6.0 ABOUT SIGNAL ALLIANCE

Signal Alliance Limited was founded in 1996 as an end-to-end IT Company which specializes in systems integration. It has since grown to be one of the most vibrant, forward moving ICT companies in Nigeria with offices in Lagos and FCT Abuja. With solid industry experience spanning across almost all sectors of the Nigerian industrial landscape, Signal Alliance Limited offers services in the areas of Cloud and Digital Transformation delivery, Technology Support, Network Infrastructure and Service Assurance.

We have Solutions Architects, Technology Specialists, developers, and IT professionals with proven competencies in design and delivery of various solutions, earning us dominance in cloud-based digital transformation services in Nigeria, Microsoft Country Partner rating (year 2011 and 2016)

Signal Alliance Limited is an equal employer of labor with a staff strength of over 70 persons and can boast of highly skilled and certified consultants. We also partner with strategic technology giants like Microsoft, Cisco, UiPath and CA Technologies. The company prides itself on consistent and thorough understanding of clients’ businesses and the use of appropriate technology in bridging where the client is and where they want to be.

## 6.1 OUR VISION

Our vision is to be a leading global ICT company shaping the market and the future of IT.

## 6.2 OUR MISSION

To provide unique ICT solutions through skilled professionals, excellent customer engagement and dependable processes

## 6.3 SIGNAL ALLIANCE CONTACTS

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| --- | --- | --- |
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## 6.4 OUR PARTNERS

Timeline

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