

NuWave Communications Among the First to Offer SIP Trunking for Microsoft Teams

Ribbon Communication's Microsoft-Certified SBCs Provide a Reliability and Scalability



Introduction

NuWave, a leading provider of unified communications (UC), hosted PBX, SIP trunking, and wholesale and retail telephony solutions, is one of the first providers to successfully provide SIP trunking for the Microsoft Phone System using Direct Routing for Microsoft Teams.

As part of Office 365, Microsoft Teams is a hub for teamwork, a chat-based workspace that enables teams to be more productive by giving them a single and secure location that brings together everything a team needs: chats, meetings, calls, files, and tools. NuWave helps Microsoft expand their Teams offering by enabling carrier grade enterprise calling features & functionality to Microsoft Teams users with high quality of service and availability.

Challenge

Microsoft will only recommend and support their voice enabled solutions such as Teams and Skype for Business on network devices that are certified. Moreover, the mission-criticality of this new offer from Microsoft raises the importance of network stability. NuWave knew that they needed a reliable, Microsoft-supported network for customers that would ask for connectivity to their Teams clients.

Solution

NuWave's SIP trunking services utilize Ribbon's SBC 7000 platform to provide robust security, simplified interoperability, advanced session management, and carrier grade reliability. Ribbon is one of only two SBC vendors officially certified by Microsoft to integrate its SBCs with Teams, connecting legacy systems and endpoints to calling in Teams for integrated voice services. Ribbon's carrier grade SBCs provide the economies of scale necessary for carriers such as NuWave to offer proven, cost-effective SIP trunking solutions to enterprise customers. The Ribbon SBC 7000 is deployed in NuWave's network in a geographical, high availability architecture that provides extensive reliability, performance and scale.

Result

No matter the size of NuWave's customer base, from the smallest business up to the fortune 500 organization, the underlying network architecture, availability, throughput and uptime is all the same. The performance and scalability of the SBC 7000 allowed Nuwave to aggregate customers across geographically redundant pairs of SBCs to provide maximum stability and uptime. They can connect thousands of customers to the SBCs and channel that traffic to Microsoft Teams. Furthermore, this flexibility has not come at the cost of reliability. "We haven't had a customer facing service interruption in over 7 years", Mark asserts, "because of the resiliency of our network, and obviously, Ribbon's SBCs are a huge part of that."

Benefits

Microsoft endorses NuWave to their customers that need a SIP trunking and network solution to support calling in Teams. The underlying network dependability also gives NuWave the confidence to offer their Direct Routing services to other carriers that lack the integration experience or Microsoft-certified Ribbon SBCs.

Testimonial

"With Ribbon's scalable SBCs we can now give our customers a practically frictionless, cost-effective solution to move their subscribers to Microsoft Teams and include voice via Direct Routing for Teams."

- Mark Bunnell, Chief Operating Officer, NuWave Communications

www.ribboncommunications.com

© 2018 Ribbon Communications Inc. All rights reserved, v0918. The content in this document is for informational purposes only and is subject to change by Ribbon Communications without notice. While reasonable efforts have been made in the preparation of this publication to assure its accuracy, Ribbon Communications assumes no liability resulting from technical or editorial errors or omissions, or for any damages resulting from the use of this information. Unless specifically included in a written agreement with Ribbon Communications, Ribbon Communications has no obligation to develop or deliver any future release or upgrade, or any feature, enhancement, or function.

Ribbon Communications is a registered trademark of Ribbon Communications, Inc. All other trademarks, service marks, registered trademarks, or registered service marks may be the property of their respective owners.