

Futureproof your communications with Operator Connect



Operator Connect

Simplify and unify your global collaboration and calling solutions through a single cloud-based platform

The increasing prevalence of hybrid work is fundamentally changing the way employees communicate. Quick chats and project meetings are now likely to take place digitally instead of in a boardroom. This new approach comes with significant benefits. An incredible 90% of Canadians report the same levels of productivity - if not more - while teleworking.¹ Yet this type of success is dependent on access to tools that enable easy, effortless and simplified communication.

During the pandemic, use of Microsoft Teams skyrocketed.² Workplaces embraced the opportunity to collaborate, share and chat in a single, user-friendly environment. Now businesses are taking the capabilities further by adding voice calling to the platform through **Operator Connect for Microsoft Teams**.

Through effortless integration by Rogers Business, Operator Connect enables scalability as well as simple, seamless Canada-wide calling functionalities all within a single platform without requiring complex and expensive infrastructure investments.

Key Benefits



Simplified setup and management

Easily deploy calling to Teams, including number provisioning. You can also assign phone numbers to users - all from the Teams Admin Center.



Reduce costs

Save infrastructure and management costs by reducing the need to purchase, maintain, and manage equipment.



Enhanced technical support

Access technical support and shared service level agreements through a 1:1 network connection powered by Azure.



Nation-wide connectivity

Make calls anywhere from within Teams with our Tier 1 national carrier network supporting local numbers.

Operator Connect and Direct Routing both have their benefits – find out which solution may be best for your business.

At first glance, both Direct Routing and Operator Connect seem like similar solutions. They both allow you to add telephone functionality to Teams and offer the flexibility of being able to choose your own PSTN provider. However, there are a few subtle differences.

Operator Connect

- Supported by a built-in program
- High performance connectivity through Microsoft Azure Peering Service (MAPS)
- Engage operators directly in the Teams Admin Center
- Assign numbers automatically and simplify management
- Simplified reporting dashboard for call details (CDR) and call quality (CQD)
- Operator Tier 1 Support; Operator-Microsoft model in place

Direct Routing

- Non-programmatic
- Connections over Internet or MAPS
- No Teams integration
- IT admin or operator needs to assign number through PowerShell
- CDR/CQD data can be retrieved only with delegated access
- Operator Tier 1 Support; Escalations through Microsoft 365 and/or Premier Support

Rogers Business is the first provider in the world to offer **Teams Phone Mobile** and the first Canadian service provider of **Operator Connect**.



Why choose Rogers Business?



First Canadian Provider

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End-to-end support

To help ensure your business is up and running quickly, access to one-to-one setup, complete migration and configuration support from a Microsoft expert at Rogers Business.



Strategic partnerships

To help Canadians ease into hybrid work and enhance digital experiences, we've partnered with Microsoft to be industry leaders in modernizing mobile applications and services.



Solution variety

Rogers offers multiple solutions for all your unified communication needs including SIP trunking and cloud legacy phone services.

Contact us today

Contact your Rogers Business representative to learn more.

rogers.com/operatorconnect