

FUTUREPROOF YOUR COMMUNICATIONS



Microsoft Operator Connect offered by Rogers Business

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

Rogers Business is a certified telecom operator for Microsoft Operator Connect delivering the underlying carrier network, PSTN connectivity, and voice services, while Microsoft provides the Teams platform and end-user experience.

As workplaces evolve, distributed teams including on-site and remote staff are transforming how communication happens. Conversations and project collaborations increasingly occur online, even within a traditional office setting. Success of this set-up relies on having access to tools that support seamless, straightforward communication across all team locations.

Key benefits



Simplified setup and management

Easily deploy calling to Microsoft Teams, including number provisioning. 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 Rogers national network supporting local numbers.



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Operator Connect provides an enhanced way for you to enable calling through Microsoft Teams.

Direct Routing and **Operator Connect** both enable telephone features in Teams and let you choose your PSTN provider, but Operator Connect offers several additional benefits.

	Operator Connect	Direct Routing
Interconnection	High performance connectivity through Microsoft Azure Peering Service (MAPS)	TLS/SRTP over Internet or MAPS
Number provisioning	Assign numbers automatically and simplify management	IT admin or Rogers needs to assign number through PowerShell
Teams Admin Center	Operator presence in Teams Admin Center	No Teams integration
Customer experience	Number visualized in the portal for provisioning and management	IT admin or operator needs to assign number and policies through PowerShell
Data sharing	Call-detail record (CDR) and call quality dashboard (CQD) data available via Rogers dashboard	CDR/CQD data can be retrieved tenant by tenant using delegated access
Support/SLA	Rogers Business Support; Rogers Business-Microsoft model in place	Rogers Business Support; Escalations through Microsoft 365 and/or Premier Support
Management	Dedicated management capabilities in operator portal or API	Delegated admin or Teams role-based access control (RBAC) access required from customer
Total cost of ownership	"As a service" model delivered by Rogers Business	SBC owned and operated by the customer or hosted and managed by Rogers Business

Why choose Rogers Business?



Trusted Canadian expertise

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



Strategic partnerships

Partnership with Microsoft to modernize mobile applications and services and help Canadians ease into hybrid work and enhance digital experiences.



End-to-end support

Helps ensure your business is up and running quickly with access to one-to-one setup, complete migration and configuration support from a Microsoft certified expert.



Solution variety

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

Operator Connect keeps teams connected across industries:

Built environment/ Industrial (Construction, manufacturing, field operations)	Site supervisors, plant managers and operations teams can place and receive business calls in Teams from the office, job site or field while keeping company numbers along with a centralized administration.
Financial Services (Banks, insurance brokers, traders)	Advisors, brokers and branch teams can use Teams for client and internal calls while IT simplifies number management and maintains a controlled PSTN connection.
Public sector/Government/ Education (Government offices, School boards, Universities)	Staff, school administrators and faculty can make and receive external calls in Teams using business numbers, with centralized provisioning through the Teams Admin Center.
Healthcare (Hospital admin, nurse stations, Emergency/triage)	Administration and clinical support staff can use Teams for inbound and outbound calling while benefiting from location-aware emergency calling capabilities where configured.
Retail and Distributed Enterprises (Retail Outlets, Store managers, Customer service teams)	Store managers, regional leaders and customer service teams can keep local business numbers, handle calls from anywhere and reduce reliance on separate legacy phone systems at each site.
Public Safety/First Responders (Emergency response, ambulance, university security)	Dispatch, administration and support functions can manage non-emergency voice communications in Teams, helping keep teams reachable on trusted business numbers with centralized oversight.
Corporate/Professional Services (Admin staff, Customer service, IT/on call teams, legal firms)	Front desk staff, client service teams, IT support and legal professionals can make and receive external calls in the same app they use for chat and meetings, with simpler deployment and management.

Contact your Account Executive to get started with Operator Connect.

Learn more at rogers.com/operatorconnect



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