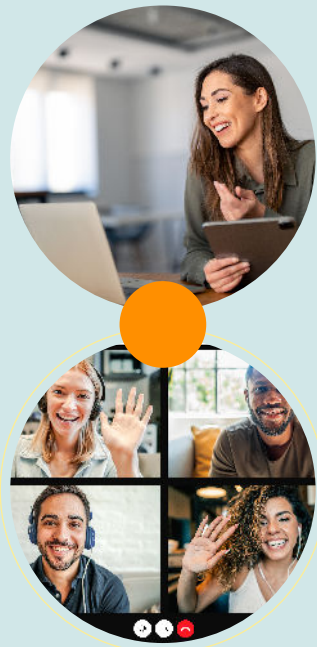


# UCAAS INTEGRATION WITH MS TEAMS

UCaaS (Unified Communications as a Service) has become an essential business tool, providing companies with a flexible and integrated platform for communication and collaboration.

Recently, there has been an increasing trend of integrating standalone UCaaS solutions with Microsoft Teams.



"Among organizations currently using Microsoft Teams and UCaaS from another provider, nearly 72% plan to maintain the relationship with their dedicated UCaaS provider. company would save \$30,100 per year using an average-cost UCaaS provider rather than using Microsoft Teams Phone System." - RingCentral.



But what are the advantages and disadvantages of using MS Teams as a standalone UCaaS solution?

What benefits and drawbacks of combining another UCaaS provider on top of MS Teams can be experienced?

## THE **ADVANTAGES** OF STANDALONE MS TEAMS

- 1. Familiar and User-Friendly Interface:** MS Teams, being a Microsoft product, has a familiar interface for most employees, making it easier for them to adapt to the UCaaS tools integrated within the platform.
- 2. Seamless Integration with Microsoft 365:** MS Teams seamlessly integrates with Microsoft 365. This integration allows users to access all Microsoft 365 applications, increasing productivity and efficiency.
- 3. Cost-Effective:** As it is included in Microsoft 365 subscription plans, there is no additional cost for using MS Teams as a UCaaS tool.

## THE **DISADVANTAGES** OF STANDALONE MS TEAMS

- 1. Limited Features:** While MS Teams offers a range of communication and collaboration tools, it may not be enough for businesses with more advanced UCaaS needs. For example, it lacks features such as advanced call routing, call forwarding, and video conferencing with external parties.
- 2. Reliability of Microsoft Servers:** Since all data is stored on Microsoft servers, system outages or server issues can affect the availability of MS Teams, disrupting communication and causing downtime for businesses. Stand alone UCaaS providers have heavily invested in the infrastructure of telephony and therefore offer voice and video reliability of 99.999%. RingCentral for example published in 2022: "It's true that Microsoft offers 99.99% reliability, but some UCaaS solutions offer 99.999% reliability instead. You may not think that the extra 9 matters much, but it does. It's the difference between 52.6 minutes of downtime per year versus 5.26 minutes per year."
- 3. Lacking Multi-platform Compatibility:** Another UCaaS provider may offer compatibility with a wider range of devices and platforms, allowing businesses to use UCaaS tools on different devices and operating systems.

In conclusion, standalone MS Teams for UCaaS offers a user-friendly and cost-effective solution for businesses but may lack advanced UCaaS features. On the other hand, combining another UCaaS provider on top of MS Teams can provide advanced features and a more robust telecom platform. Businesses should carefully evaluate their communication needs and choose the option that best suits their requirements.