



Fund Services Company Cuts the Cord on Desk Phones and Enables a Mobile Workplace

When a fund services company moved into a wireless office with no physical desk phones, they needed to maintain their local advertised phone numbers. With the help of the Kirk ISS Telephony team, they gained telephone functionality within Microsoft Teams allowing them to help customers from virtually any location, on any device.

The Challenge

A leading fund services company in the Cayman Islands needed a way to retain their existing advertised phone numbers and stay connected in their new wireless office. Without the ability to keep their existing phone numbers, they faced confusion from customers and disrupted operations.

Kirk ISS Approach

Kirk ISS recommended Teams Direct Routing as the customer was already an Microsoft Office 365 user. This would allow telephone functionality from any device that has a Teams client installed. As local telephone services are not currently available in Teams directly from Microsoft, Kirk ISS worked with a Session Border Controller certified by Microsoft to provide the link to between SIP service and the Direct Routing service for the Teams clients in Office 365.

The Solution

In keeping with the wireless office concept, Kirk ISS deployed the solution in Azure, avoiding the requirement for on-site hardware. They configured the SIP Trunks with the local service provider for local phone services. Now calls to any inward dialing numbers ring directly on the user's Teams client regardless of location or device. Staff can also place outgoing calls from their Teams clients through the local service provider so that calls appear with the local caller ID. As a highly scalable solution, local calling via Microsoft Teams can follow the client no matter where they go or how big they grow.

Learn more about communications solutions offered by Kirk ISS:

<https://www.kirkiss.ky/communications-solutions/>



Solution Area:
Collaboration
& Productivity



Sector:
Financial
Services

Vision:

A truly wireless office with continuity between legacy and remote communications solutions.

Strategy:

Enable local calling within Microsoft Teams to allow telephone functionality across devices while keeping existing phone numbers.

Outcomes:

- Seamless transition to truly wireless communications using local service provider.
- Staff can make and receive calls in Microsoft Teams while keeping their existing phone numbers.
- No on-site hardware thanks to cloud deployment.