

Microsoft Teams Calling by NEC

Enterprise voice in Teams, delivered simply and securely.



The Challenge: Legacy Telephony Holds Businesses Back

- Underutilised Microsoft 365 licensing with Teams not enabled for voice.
- Legacy PBXs and multiple UC platforms creating fragmented experiences.
- IT teams overwhelmed by carriers, gateways, and disparate systems.
- High maintenance costs of ageing telephony draining budgets.
- Hybrid work demanding scalable, mobile-friendly voice solutions.

The result? Delayed meetings, frustrated users, and wasted investment.

Microsoft Teams now has over **320 million** monthly active users globally

More than **20 million** PSTN-enabled users are using Teams Phone

The Solution: Microsoft Teams Calling



NEC helps organisations unlock PSTN calling natively within Microsoft Teams, transforming it into a complete enterprise-grade phone system that fully leverages their existing Microsoft 365 investment. Delivered as a managed service, it eliminates the complexity of managing carriers, SBCs, and infrastructure.

Backed by NEC's ISO27001-certified framework and 24x7 Australian-based support, it ensures predictable costs, reduced IT burden, and a consistent user experience across all devices and locations.

Proven Capabilities

- Enterprise voice in Teams** – PSTN calling natively within Microsoft Teams.
- Simplified architecture** – No need for carriers, SBCs, or on-premises hardware.
- NEC-managed service** – Provisioning, monitoring, updates, and 24/7 support.
- Flexible subscription model** – Per-user pricing with predictable OpEx.
- Secure framework** – ISO 27001-certified delivery with encrypted communications.
- Carrier flexibility** – Scale to 25,000+ users with BYOC options.

Business Benefits

Simplified telephony

Eliminate fragmented systems and deliver a single Teams-first experience.



Reduced IT burden

Offload day-to-day UC operations to NEC experts.



Predictable costs

Subscription pricing aligns with budgets and avoids CapEx shocks.



Enhanced user experience

A familiar Teams interface ensures seamless adoption and minimal training.



Secure & compliant

Meet governance requirements with enterprise-grade encryption.



Future-ready scale

Expand quickly to support hybrid work and branch growth.



Why NEC?

With operations in 50+ countries and 120 years of technology leadership, NEC combines global scale with deep local expertise, including a 30+ year Microsoft partnership in Australia.

Our services are ISO27001-certified, secure, and compliant, with proactive lifecycle management built into every subscription.

NEC brings the heritage of a systems integrator and a consultative, vendor-neutral approach, ensuring collaboration solutions are tailored to each organisation's unique requirements — not a one-size-fits-all model.

Contact us to unlock enterprise voice in Teams

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