



Operator Connect

Powering Microsoft Teams Telephony

Find out more at ChessICT.co.uk

Streamline Microsoft Teams calling capabilities

We understand the need for integrated solutions to support your business communications, with Microsoft Teams increasingly becoming a key component of the unified communications landscape.

This is why Chess is part of Operator Connect, a new operator-managed service from Microsoft designed to enable best-in-class seamless and integrated PSTN calling to your Microsoft Teams environment.

Operator Connect helps you streamline calling capabilities for your Teams users, enhancing productivity and maximising value.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than twelve years in the top 100.

The simple way to add voice calling to Microsoft Teams

Operator Connect is a quick and easy way for businesses to utilise voice capability within Microsoft Teams. Operators are hand-picked by Microsoft based on their network and operator credentials and, as one of the UK's leading business telecoms providers, Chess has been selected to be part of the Operator Connect programme.



*Microsoft Azure Peering Service



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Why you need Operator Connect

The same seamless end user experience as Calling Plans and Direct Routing.

Simplified provisioning and management

You don't need to be an expert; the Microsoft Teams Admin Centre provides a simplified management process allowing you to assign telephone numbers to users. Simply select Chess as your operator, provision users and assign phone numbers from the Teams admin centre.

Save on infrastructure expenditure

Enjoy a complete cloud service with no hardware costs or management. Manage call control in the cloud with additional Teams functionality and reliable business continuity - managing calls in the Chess network so you never miss a call. Benefit from direct peering between Chess and Azure to enhance resilience, performance and provide Quality of Service.

Superior Support

Delivering carrier grade reliability and support with direct alignment to the Operator Excellence Programme from Microsoft that ensures Chess retains the accreditation and expertise required by staff to deploy and maintain Microsoft services.

Take a look at what we offer

- Enhanced Microsoft Teams calling capabilities
- Carrier-grade, cloud-based resilience through Chess's SIP Trunk Call Manager for full control of all your inbound number
- Native fraud management capability to protect against toll fraud
- Free calls (Terms apply: 2,000 geo minutes and 2,000 mobile minutes)
- Non-Geographic Number termination

Why Chess for Operator Connect?

- Deep integration with Microsoft, including networking, provisioning, management, reporting APIs and Teams portal integration, providing a simple and reliable way to enable calling
- Microsoft Solution Partner and accredited specialist in Calling for Microsoft Teams
- Over 25 years experience in delivering cloud-first communications services
- Accredited provider across a number of public sector purchasing frameworks
- Full control of our network enables us to deliver services more efficiently while offering high levels of automation and a governance structure



Making it easy to work securely anywhere, anytime

Chess is one of the UK's leading independent and trusted technology service providers, employing more than 300 skilled people across the UK, supporting over 30,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

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Contact Our Team

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