

UCaaS Enablement

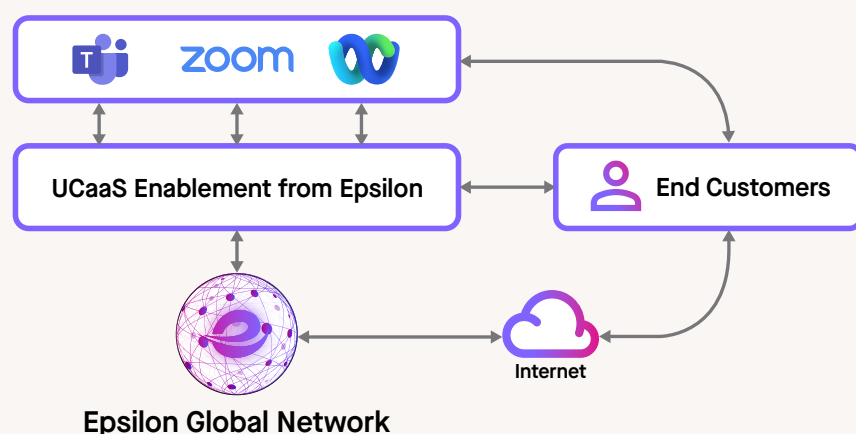
Automate MS Teams, Zoom and Webex with global numbers and PSTN access

Overview

Epsilon's UCaaS Enablement solution automates the provisioning and management of Microsoft Teams, Zoom Phone, and Cisco Webex Calling, streamlining cloud voice deployments across global environments.

With automated orchestration, global number services, and carrier-grade voice connectivity, enterprises and Service Providers can simplify UCaaS operations, accelerate rollouts, and deliver a seamless calling experience across multiple platforms and the Global PSTN.

Automated Enablement of Teams, Zoom and Cisco Webex



Key capabilities include:

- Voice calling between MS Teams, Zoom, Webex and the Global PSTN
- Automated cloud-based voice enablement at global scale
- Direct routing for Microsoft Teams, Zoom Phone Provider Exchange, and Webex Calling
- Global number provisioning, portability, and emergency services compliance, including “bring your own carrier”
- Carrier-grade SIP trunking with local presence in 100+ countries
- Cloud-based Session Border Controller -as-a-Service (SBCaaS)



- Complex Network Management
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- Self-service, Instant Provisioning
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- Direct Cloud Connectivity
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- Access to Internet Exchanges
-
- Access to Cloud Platforms
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- Global Inbound Numbers On-demand
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- White-label and API-enabled Platform

Features



Infiny Platform: An award-winning on-demand connectivity platform providing instant access to high-performance connectivity and communications services. Administrators can provision inbound telephone numbers and porting across 45 countries at the click-of-a-button.



Call Quality and Reliability: Carrier-grade voice services delivered over Epsilon's global network ensure consistent, high-quality calling experiences.



Geo-redundant Architecture: Multi-region redundancy supports high availability, disaster recovery, and business continuity.



Regulatory Compliance: Built to meet country-specific requirements for emergency services, lawful intercept, call blocking, routing, and Quality of Service (QoS) standards.



White-label Services: Enable resale-ready voice and UCaaS solutions under your own brand for both enterprise and residential markets.

Technical Features

- End-to-end automated provisioning of MS Team, Zoom, and Webex
- Automated number management and assignment
- Policy and template standardisation for consistent configurations
- Zero-touch user onboarding and offboarding
- Automation migration from legacy PBXs to cloud communications
- Real-time validation and error detection
- Global scalability for multi-region deployments
- API-driven integration with identity and provisioning systems
- Centralised management dashboard for MS Teams, Zoom and Webex
- Access to millions of local, national, mobile, emergency and toll-free numbers across 140+ countries
- Two-way voice (inbound and outbound) available in 90+ countries

Benefits



Unified Communications Experience

A consistent dial plan and calling experience across multiple UCaaS platforms



Self-service Control

Administrators and end-users benefit from intuitive self-service portals for simplified management



Faster Deployment, Lower Operational Effort

Automated UCaaS Enablement accelerates cloud voice rollouts, eliminates configuration errors, and reduces dependence on specialist resources



Predictable Quality and Performance

Automation, combined with Epsilon's global network and number services, ensures reliable and predictable voice quality across platforms



Cloud-ready Migration

Simplify the transition from legacy PBXs to modern cloud-based Unified Communications environments

“With automated UCaaS Enablement, organisations can accelerate cloud voice deployment, reduce configuration errors, and minimise operational effort. Combined with Epsilon's Global Number and Voice services, it ensures consistent quality across multiple UCaaS platforms.”



Alison White

Head of Voice Business
Epsilon

Why Choose Us?

Unparalleled Global Reach

Our extended and resilient network of over 500 Points of Presence ensures that you get reliable connectivity even in far-reaching places

Large Ecosystem of Partners

Connect to world-leading Cloud, SaaS, and Internet Exchange providers via a single interface or NNI with our large ecosystem of trusted partners

Extensive Suite of Services

As one of the few global providers offering beyond data and cloud, to voice, satellite, and colocation, we can meet all your global interconnectivity needs at scale

Award-winning Software-defined Network

Automate your international connectivity and extend your global reach with on-demand provisioning powered by real-time analytics and orchestration

Customer Service Excellence

Our team of global experts provide 24/7 technical and operational support to ensure quality service that you can rely on

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