

# Oracle Communications Secures Enterprise Networks for Microsoft Teams

Oracle Communications solutions are certified for Microsoft Teams since the introduction of Direct Routing, delivering secure, carrier-grade voice integration for enterprises and CSPs worldwide. As Microsoft Teams evolved with Operator Connect, Teams Phone Mobile, and Azure Communication Services, Oracle Communications solutions evolved together, meeting new enterprise needs and expanding deployments across the most demanding environments. Oracle continues to bridge real-time communications, voice applications, and business processes, enabling intelligent, future-ready enterprise communications.

## Connecting Teams, Empowering Innovation



Today's workforce demands seamless, secure collaboration across locations, devices, and workstyles. Microsoft Teams delivers an integrated experience across chat, meetings, calling, and web conferencing within the Office 365 platform — enabling dynamic, accessible teamwork anywhere, anytime. Through a strategic partnership, Oracle Communications powers this environment with carrier-grade, real-time voice services, bridging communications and collaboration into a unified, intelligent experience. Oracle and Microsoft deliver a secure, fully integrated communications solution that enhances productivity, accelerates innovation, and improves customer and user experiences for enterprises worldwide.

Oracle and Microsoft are delivering a safe, fully integrated, real-time voice experience for the many Office 365 customers who use Microsoft Teams.

## Key Benefits

- ✓ **Carrier-grade real-time communications trusted by global carriers and Fortune 500 enterprises.**
- ✓ **Certified Microsoft Teams integration across Direct Routing, Operator Connect, Teams Phone Mobile, and Azure Communication Services.**
- ✓ **Seamless migration from legacy telephony to Teams, minimizing downtime and disruption.**
- ✓ **Flexible deployment options: retain PSTN/SIP services or move to cloud-based Operator Connect.**
- ✓ **Enterprise-grade security and compliance, including FIPS and JITC certifications.**
- ✓ **Joint Oracle-Microsoft support for faster, coordinated issue resolution.**

# Microsoft Teams Voice Integration

## Microsoft Teams Deployment Models with Oracle SBCs

Oracle SBCs are Microsoft-certified to enable three key voice deployment models for Microsoft Teams, providing enterprises and Service Providers with maximum flexibility, security, and scale.

### Direct Routing

Direct Routing allows enterprises to connect their own telephony infrastructure (PSTN carriers, PBXs, SIP trunks) directly to Microsoft Teams via the Oracle SBC.

Oracle SBCs securely bridge SIP trunks to Teams with certified Direct Routing support, including advanced features such as:

- Media Bypass and Non-Media Bypass
- Local Media Optimization (LMO) for efficient call routing
- Analog device and legacy PBX integration
- E911 emergency services compliance
- SBA (Survivable Branch Appliance) for continuity in case of WAN failure

#### Architecture overview:

The Oracle SBC sits at the edge of the enterprise network, securing and normalizing SIP traffic between the carrier/PBX infrastructure and the Microsoft Teams Phone System, enabling resilient PSTN connectivity.

### Operator Connect

Operator Connect allows enterprises to directly procure and manage carrier services from within the Teams Admin Center, without deploying on-premises SBCs.

Oracle SBCs are certified for Operator Connect environments, enabling carriers to:

- Secure and normalize SIP trunk connections to Teams
- Manage multiple customers efficiently with multi-tenant capabilities
- Provide high-availability, geo-redundant voice services
- Support E911 and regulatory requirements

#### Architecture overview:

The Oracle SBC is deployed in the carrier's network (cloud or data center), connecting carrier SIP trunks securely into the Teams Operator Connect platform while ensuring SLA-grade reliability and visibility.

### Teams Phone Mobile

Teams Phone Mobile integrates mobile numbers into Microsoft Teams, allowing users to have a single business identity across mobile networks and Teams endpoints.

Oracle SBCs enable operators to support Teams Phone Mobile by:

- Bridging mobile core voice networks (IMS/VoLTE) with Microsoft Teams
- Securing and optimizing mobile voice traffic
- Supporting single number reach across devices
- Ensuring real-time quality monitoring and seamless failover

#### Architecture overview:

Oracle SBCs connect mobile voice networks to Teams Phone Mobile services, enabling tight mobile-enterprise collaboration with high security, interoperability, and carrier-grade performance.

## Related products

Oracle enhances real-time collaboration with advanced voice services, including network monitoring, AI-driven applications, centralized call routing and legacy migration, call quality optimization, branding, and voice security.

- [Oracle Enterprise Operations Monitor](#)
- [Oracle Enterprise Communications Broker](#)
- [Oracle Communications Converged Application Server](#)

## Why Oracle SBC for Microsoft Teams

Oracle Communications delivers secure, carrier-grade voice integration for Microsoft Teams, supporting Direct Routing, Operator Connect, and Teams Phone Mobile to enable flexible, scalable enterprise deployments.

Oracle Communications pioneered the Session Border Controller (SBC) market with the world's largest telecom providers and leveraged that expertise to deliver enterprise-grade SBC solutions, trusted by global carriers and Fortune 500 companies alike. Designed for scale, security, and interoperability, Oracle SBCs have a proven track record of securing and optimizing the world's most complex voice networks across both service provider and enterprise environments.

Oracle SBCs are fully certified by Microsoft for Microsoft Teams Direct Routing, Operator Connect, Teams Phone Mobile, and Azure Communication Services, supporting key architectures such as Media Bypass, Non-Media Bypass, and Local Media Optimization (LMO). Oracle also provides certified real-time Enhanced 911 (E911) support for Dynamic Emergency Calling in Direct Routing deployments and meets stringent U.S. government security standards, including FIPS and JITC certifications.

Beyond securing communications, Oracle's SBC platform enables a future-ready environment — seamlessly integrating SIP, PSTN, mobile networks, and embedded communications services within Microsoft's collaboration ecosystem. Through close technical collaboration with Microsoft, Oracle ensures its SBC solutions are aligned with the latest Teams platform capabilities, helping customers maintain a secure, resilient, and high-quality real-time communications experience.

### Key Benefits

- Carrier-grade leadership, trusted by global carriers and Fortune 500 enterprises: Oracle SBCs secure and optimize mission-critical voice networks for the world's largest service providers and the most demanding multinational organizations.
- Secure, certified voice integration: Full Microsoft certification for Direct Routing, Operator Connect, Teams Phone Mobile, and Azure Communication Services, including support for Media Bypass and Local Media Optimization (LMO).
- Deployment flexibility: Maintain existing SIP/PSTN services or migrate seamlessly to Microsoft cloud voice with minimal disruption.
- Resilient security: Protection against SIP-based attacks, toll fraud, and service disruptions, with compliance to stringent government standards (FIPS, JITC).
- Innovation aligned with Microsoft ecosystem: Oracle SBC solutions are closely aligned with Microsoft Teams and Azure Communication Services platform advancements to support evolving collaboration needs.
- Optimized for hybrid environments: Enables legacy telephony migration, real-time network monitoring (EOM), and AI-enhanced voice applications (OCCAS) to drive intelligent enterprise communications.
- Joint Microsoft-Oracle support: Accelerated issue resolution with coordinated technical collaboration between Oracle and Microsoft.

### For More Information

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