Teams Calling Automation Platform

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Overview

PingCo offers a range of wholesale licensing options to use and resell the Teams Calling Automation platform. The solution is available globally in any region. Deployment and automation exists for all countries and azure data centre regions.

Solution Summary

The Teams Calling Automation Platform (TCAP) gives wholesale partners access to a revolutionary automation platform. By using TCAP, partners can decrease Teams Calling solution deployment times from days or even weeks to just a few minutes.

TCAP was created by leveraging our 10+ years of knowledge in automated provisioning of the Lync, Skype and Teams platforms.

## TCAP provides partners with the following benefits:

- White-label portal allowing full customisation and branding.
- Deployment of Teams Calling on Office 365 tenancies in less than 10 minutes.
- Fully automated billing engine with customisation and APIs to integrate into existing platforms and services. Integration with Porta Billing, Meta Switch, Xero and others have already been completed.
- Billing flexibility with options to charge per user, per channel, per trunk, per response group, per customer and per partner available.

- Connect an unlimited number of wholesale SIP carriers to the calling platform.
- TCAP's presence in 85 data centers across the world affords global deployment options.
- High availability with region-based zoning of voice controllers.
- Number plan management, porting, number manipulation, and routing of calls fully supported.

1. 3 tiers of billing allowing wholsale providers to bill partners, partners to bill customers and individual plans per user.
2. Triggers and automation engine to trigger external work flow processes in existing systems dynamically using email or web hook services.
3. API automation into existing HR systems to automate the deployment of numbers and calling capability to end customers and partners.
4. Live CDR feeds and mid bill cycle invoice updates.
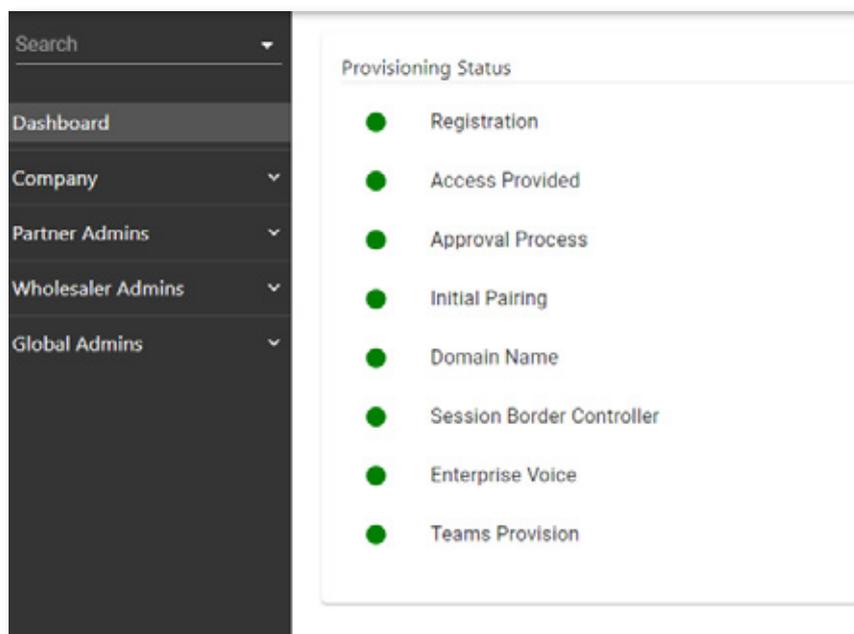5. Support for multi language
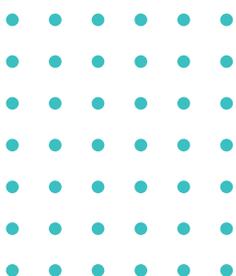
Version 2.0 of the API is available to partners for integration into existing provisioning and billing engines. Full provisioning can be completed through the API.

Opportunities for exclusive market access are available to carriers and distribution partners.
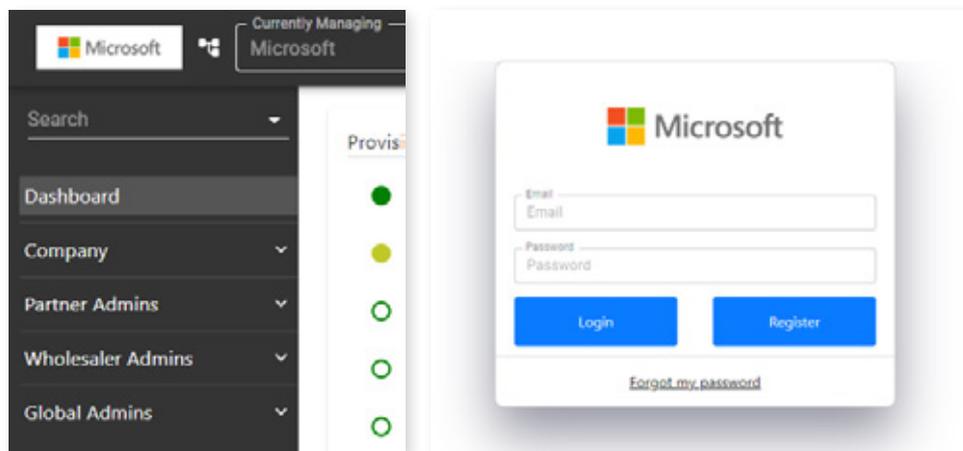
An example Microsoft branded portal with fully customisable colour schemes and logo upload capabilities.

Provisioning status showing Teams Calling successfully set up in less than 10 minutes.

Customer login screenshot showing users provisioned and enabled for Teams Calling.

The number request functionality allows customers and partners to request and allocate phone numbers to customers. The screenshot also shows partner admin menu options for the management of resource accounts, calls, trunks, and invoices.

Licensing Models
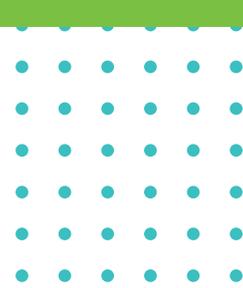
Overview

We offer three different licensing models, each with its own unique range of benefits.

The Retail Model allows retail customers to purchase directly from PingCo and provision teams within their own Office 365 tenancy.

The Partner Model gives partners branded portals with logo and colour scheme customisation, TCAP domains set to teams.<yourdomain>, and customer management capabilities through the TCAP portal.

The Wholesale Model allows carriers and distributors to sell partners and end customers a full white-label black box solution, with the ability to host in either self-owned Azure tenancies or through the use of PingCo resources.

Retail Model

The Retail Model offers complete carrier flexibility; customers can use PingCo as their SIP carrier, with all-inclusive plans available, or can use their own third-party carriers.

The Retail Model is available in plans starting from $8 per user per month. Retail customers can register at teams.pingco.com.au to either apply for a free trial or begin deploying thousands of users into production in less than 10 minutes. PingCo provides full support for both customers and users under the Retail Model.

Partner Model

Partnering with PingCo means enjoying a fully branded TCAP experience. You own the customer relationship, you set the billing rates and charges, and you provide support to your end customers.

Our team set you up as a partner and enable you to start selling Teams Calling solutions with a fully branded portal in less than an hour. During the onboarding process, we'll help you set up calling plans, rates, and required accesses to TCAP.

Under the Partner Model, you'll be invoiced monthly for your services across all customers. You then send the invoices using the TCAP automation engine or your own accounting platform. Invoices can be exported with the click of a single button to a variety of external systems.

Partners receive a 10% discount on all services, which increases to a 20% discount on volume.

Our partners typically begin serving their end customers on the same day they sign up for the Partner Model. There is no minimum commitment, contract length, or billing total you need to meet to be a partner.

Just sign up and start deploying.

You don't need voice expertise or previous experience in deploying Office 365 and Teams. Everything aspect of your TCAP experience is automated.

Wholesale Model

Reserved for carrier and wholesale partners, our Wholesale Model offers companies a turnkey solution to Teams Calling. You can connect any number of SIP carriers, deploy across 85 data center regions globally, enable partners and end customers, automate billing and, best of all, choose to run the infrastructure in your own Azure tenancy or on PingCo's global deployment.

Wholesale customers can purchase licensing in either a SaaS model or a perpetual model.

Each model has required minimum commitments and pricing below.

Wholesale licensing is available to approved partners only. Minimum volume, terms, and capability requirements apply.

SaaS	MRC (1)	Ramp	Term	Total / User over 5 years	40% own Azure /SBC Lic (2)	Total / User over 5 years
5,000	$10.00	6 months	3 Years	$600.00	$4.00	$240.00
10,000	$7.00	6 months	3 Years	$420.00	$2.80	$168.00
50,000	$6.00	6 months	3 Years	$360.00	$2.40	$144.00
100,000	$4.00	6 months	3 Years	$240.00	$1.60	$96.00

1. All infrastructure and licenses provided and hosted by PingCo.
2. Discount of 40% applies to self-hosted/SBC license provided by customer.

Perpetual	Pricing $	Platform Maintenance	IaaS Maintenance	Capital	Annual Maintenance	IaaS Annual Maintenance	Total / User over 5 years
6,000	$65.00	20%	10%	$390,000.00	$78,000.00	$7,800.00	$162.50
10,000	$58.00	19%	10%	$580,000.00	$110,200.00	$11,020.00	$142.10
20,000	$52.00	18%	10%	$1,040,000.00	$187,200.00	$18,720.00	$124.80
50,000	$45.00	16%	10%	$2,250,000.00	$360,000.00	$36,000.00	$103.50
50,000+	POA	POA	POA	POA	POA	POA	POA

1. IaaS maintenance applies only if customer is hosting Azure and licenses themselves.
2. Three-year minimum software maintenance term. Invoiced annually in advance.

Conclusion

PingCo's TCAP is the only Teams Calling deployment solution to deliver the tiered flexibility and speed-to-market for customers and partners globally.

It doesn't matter whether you're deploying a single user or deploying hundreds of thousands of users – TCAP scales and can support the provisioning of over 100 companies per minute.

You don't need to worry about teams of engineers, complex projects, or lengthy, costly deployment times. TCAP will have you up and running in minutes.
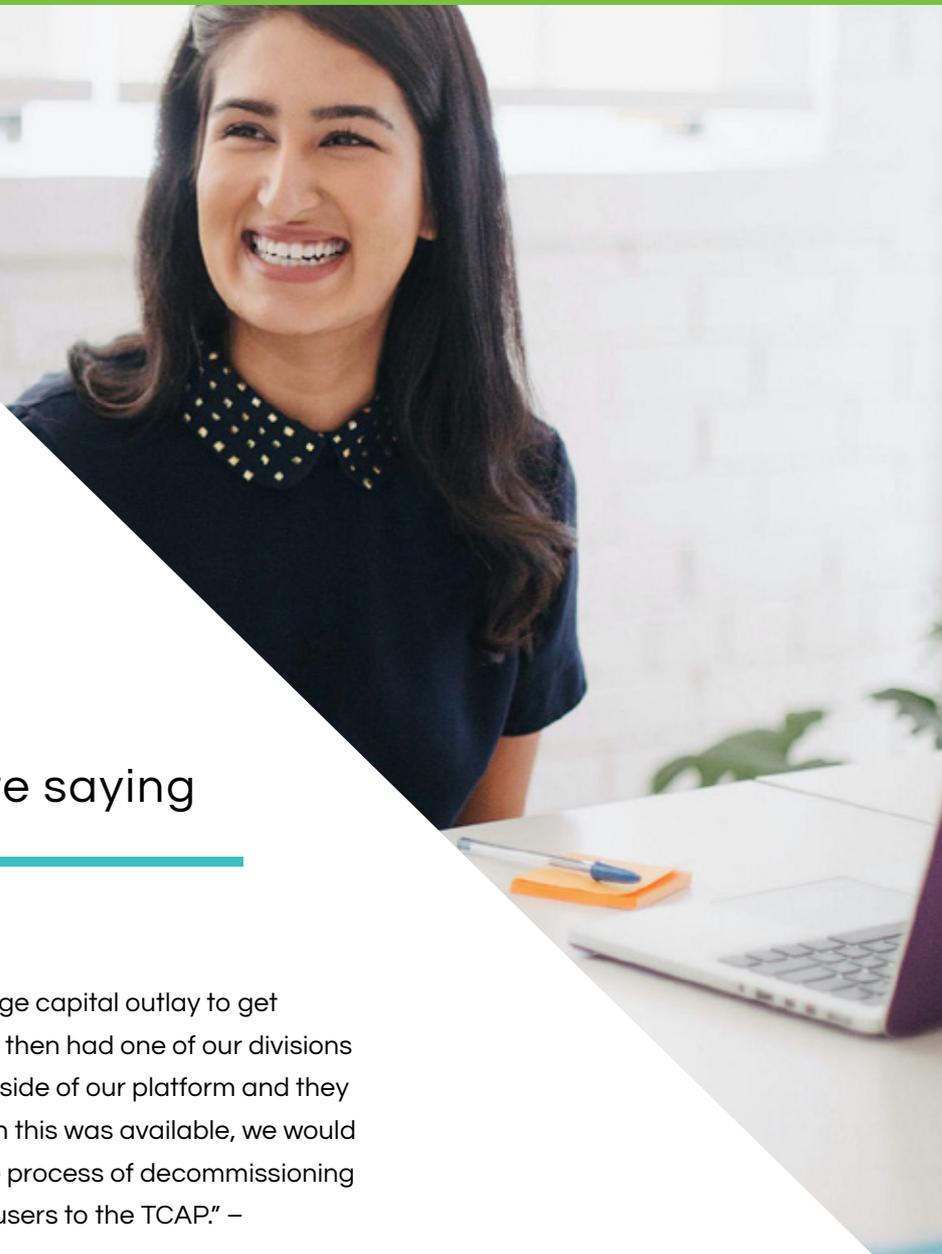
Want to learn more?

If you're interested in coming on board as a customer, partner, or wholesale partner, start by registering for a free trial at teams.pingco.com.au.

To discuss partnership opportunities, get in touch with our friendly sales team at **1300 768 428** or via **sales@pingco.com.au**
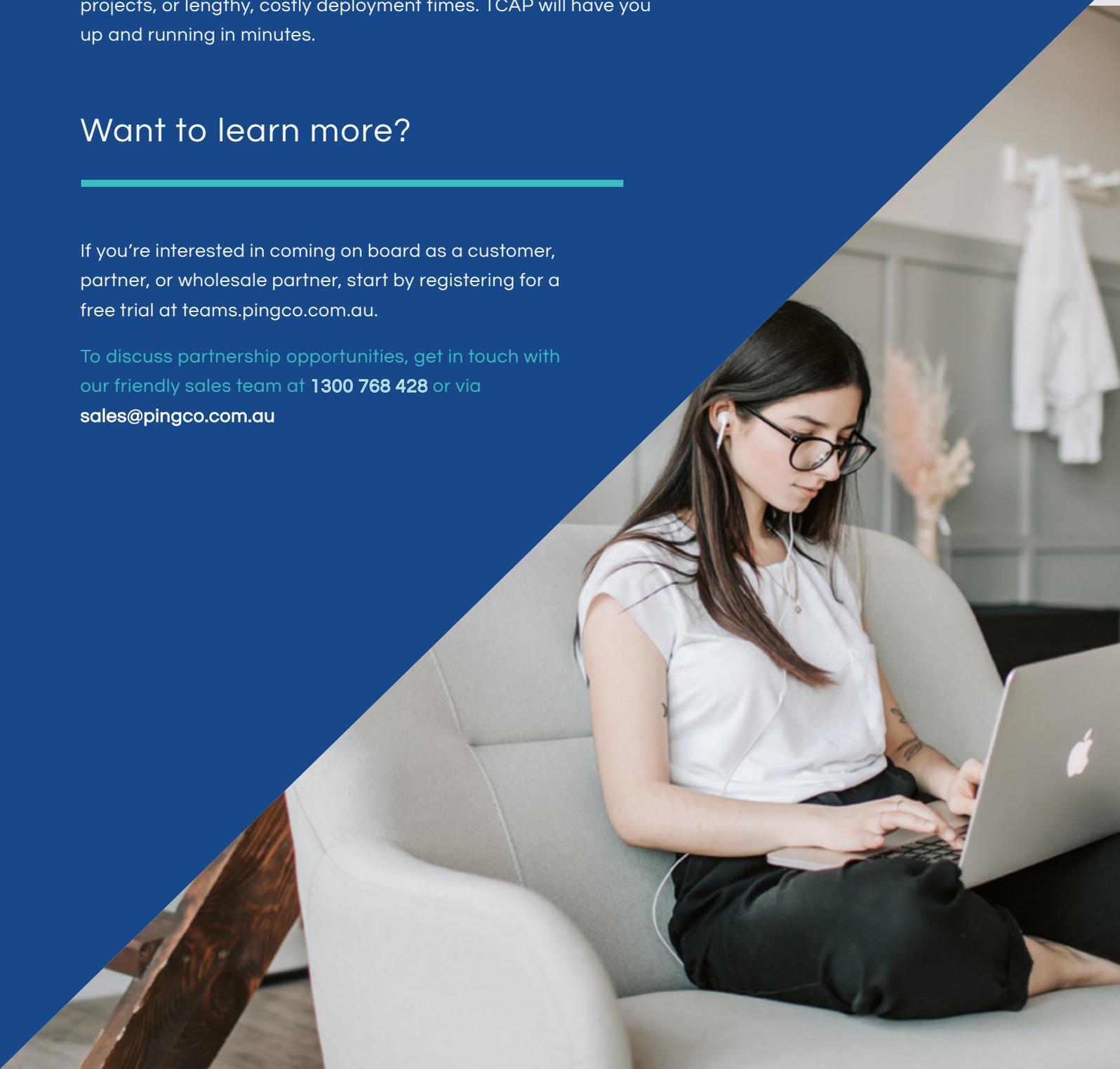
What our customers are saying

"It took us over six months, 20 staff and a large capital outlay to get Teams Calling working for our university. We then had one of our divisions engage PingCo to deploy Teams Calling outside of our platform and they had it done in minutes. If we had have known this was available, we would have started with PingCo. We are now in the process of decommissioning our own-built solution and migrating all our users to the TCAP." – University, 5,000+ users.

"We looked at many options available to us and had made a start on direct routing ourselves. PingCo approached us to look at the platform. At first, we didn't believe it. After a 30-minute demonstration, we were sold. We have since decommissioned our own direct routing platform and have deployed the solution inside of our own Azure environment, with PingCo providing all the management. It has significantly reduced our go-to-market costs and increased our speed of deployments substantially." – Carrier Partner, 800+ partners

"We needed assistance ASAP. Our on-premise phone system had died and we had no remote working solutions available for our telephony. We are an existing user of Teams, so it was a simple decision to use PingCo for Teams Calling. Within an hour, we had calls routing to our staff, who were all working from home. We kept our original numbers and were so impressed by the solution we have since started getting our customers on board." – Managed Services SME, 26 staff