



# Why Choose Sangoma Over Microsoft Teams?

Microsoft Teams has historically been positioned by Microsoft in the large enterprise space, where Sangoma has not been positioning our UC products. However, as Sangoma starts to move up to larger enterprises, and as Microsoft starts to develop offerings in the SMB space, we are seeing more and more “Why should I choose Sangoma instead of Microsoft Teams?”.



**Microsoft is not fully focused on enterprise communications.**

Sangoma has grown our entire company on the premise of supplying business communication systems for businesses of all sizes. This has been our “being”.

Business Communications are not the core Microsoft businesses. And Microsoft has historically changed their strategy multiple times, leaving many businesses “stranded”. Will they be there for you long term now?

**Will Microsoft be there when you need their support?**

Sangoma provides excellent support for our communication systems. Everyone on our support team is knowledgeable about our communication products. Sangoma is “here when you need us”.

Microsoft support for Teams will be spotty, at best, given all the other enterprise products Microsoft offers.

**Sangoma’s UCaaS uptime is unparalleled.**

Sangoma’s 99.999% UCaaS SLA provides best in industry uptime.

Microsoft’s stated 99.99% of uptime is 48 minutes less per year than Sangoma’s. Can your business afford that?

**Unified Communications these days include call routing, collaboration, and video.**

Yes, we agree. Our UC systems include our own collaboration and video products, that have millions of minutes/month of usage. We are not “beholden” to someone else.

Microsoft Teams includes this as well. Sangoma is on equal footing when it comes to this potential argument.

**Sangoma offers the best value.**

Sangoma offers the best value for UCaaS solutions from perspective of price, performance, features, and support.

Microsoft is more expensive, since Teams includes features that you are paying for that will never be used.



**Business customers are front and center with Sangoma.**

Sangoma has years and years of call handling and call routing expertise, including customer calls both to/from the PSTN and to/from VoIP. And given we are a CLEC, we can ensure calls are routed onto the most efficient networks.

Microsoft is more focused on VoIP routing, especially intracompany. Their focus is not on the customer being able to call into the business.

**Contact center functionality.**

Sangoma offers departmental-level and full contact center functionality as part of its UC products, which include call queues to different departments and reports.

To do this with Microsoft Teams, additional tools and additional money need to be spent, and it still won't be as good as the built-in contact center functionality from Sangoma.

**Many businesses still want deskphones.**

While Sangoma's mobile and desktop clients are critical in today's "work from anywhere world", deskphones are still important for many businesses. And Sangoma makes our own deskphones, which means tight integration with the UC system. And it also means we can offer a deskphone with every UCaaS seat we sell. But we also can work with any SIP endpoint.

Microsoft "wants" you to only use the Teams mobile and desktop client. Phones, and for that matter, connecting to the PSTN, are an afterthought to Microsoft. And end-points have to go through a certification process with Microsoft, so will your chosen endpoint be available to use? Will Microsoft really be able to RMA hardware or support third-party devices properly for example?

**Sangoma can, and wants to, address special business needs.**

Sangoma routinely drives new requirements into our products that come from large deals. We get this done quickly. We also offer packaged applications that can augment your UC experience, that run "on top of" and "with" our UC platforms.

Microsoft, as a large company, will have trouble "re-steering the ship". What you get is what you get.

**Sangoma's full suite of "as a Service" communication offerings enables "one stop shopping".**

Sangoma offers UC, collaboration, video and departmental contact center with our products. We also offer fax, trunking, applications, SD-WAN, connectivity, and security cloud offerings to augment any business.

Microsoft offers UC, collaboration, and video. Anything beyond that is a 3rd party add-on.

