



Voice and emergency compliance for Teams Direct Routing

MEET THE CUSTOMER

Doosan Digital Innovation of America

Doosan Digital Innovation of America (DDIA) supports IT and Security at some of the world's most innovative brands, from the world's first near-zero-waste fuel cell power plant to leading the development of Bobcat.

The challenges

Complex, inefficient comms: Doosan relied on legacy UC systems, disjointed regional carriers, and many different communications tools

Navigating emergency compliance: U.S. emergency regulations like RAY BAUM's Act and Kari's Law make regulations complicated

What the analysts say

Unified-communications-as-a-Service (UCaaS) adoption continues to grow across all market segments. From 2019 through 2025, organizations deploying cloud telephony will more than double, from about 20% of overall telephony users to 50%.

[Critical Capabilities for Unified Communications as a Service, Worldwide, 2021, Gartner](#)

The goals

Consolidating telco vendors across regional providers in exchange for a single carrier with reach where it matters most

Migrating to a single UCaaS solution to lower on-prem equipment costs and modernize the communications experience

Implementing a compliant E911 system to help protect employees at the time of workplace emergencies

Analyst insights from Gartner

"Direct Routing is attractive to enterprises with more than 300 users because it gives them the flexibility to choose their own telephony provider and at rates that, in most cases, are approximately half the cost of the Microsoft calling plans."

[Selecting the Best External Calling Option for Microsoft Teams, 2022, Gartner](#)

COMPANY SIZE

42,000

INDUSTRIES

Manufacturing, machinery, and industrial

LOCATION

Americas, EMEA, APAC

PRODUCT USED

Duet™ for Microsoft Teams

USE CASE

Bring Your Own Carrier
Direct Routing



PRO TIP:

With Direct Routing, you can shift from CapEx to OpEx by investing in cloud infrastructure rather than on-premise equipment.

The solution

Duet for Teams: A comprehensive Direct Routing solution with Voice and E911, with the option to host your SBC

 **Winner of UC Today's 2021 Most Innovative Product**

“Advanced E911 capability was a critical component of our provider selection, and we’re currently using Bandwidth’s dynamic location capabilities. It’s a requirement across all enterprises, and we selected Bandwidth because they already power SIP and dynamic E911 capabilities within Teams.”

- **Joe Jaszowskiak CEO & Managing Director**

The outcomes

With Duet for Teams, Doosan saw results including:

50% lower communications costs by removing on-prem infrastructure

Compliance with RAY BAUM’s Act and Kari’s Law with dynamic E911 for nomadic and fixed users across their 23 US-based campuses with more than 3,000 employees

An **intuitive user experience** with one streamlined, efficient platform for communications

“[Bandwidth’s] support is unmatched and everyone is super easy to work with. From initial support tickets to questions I had during our migration, [the Bandwidth] team helped make the process easy.”

- **Ryan Kurpiers, Infrastructure Operations Manager**

To read the full story, visit www.bandwidth.com/customers/doosan

Duet for Teams

UC Today’s 2021 Most Innovative Product

To learn more about Direct Routing with Bandwidth, check out the following resources:

- [Frequently Asked Questions: Microsoft Teams Direct Routing & E911](#)
- [Duet for Microsoft Teams: Voice, messaging and E911](#)



ABOUT BANDWIDTH’S ENTERPRISE SOLUTIONS

Bandwidth is a cloud-native carrier covering over 90% of the world’s economy, backed by a software-first mentality and full API platform. We provide voice, messaging, and emergency calling for all types of businesses—including all of the UC and contact center leaders you know and love: Microsoft Teams, Genesys, RingCentral, Zoom, and more. And, we make it simple for you to move to and around the cloud communications ecosystem.

