

MS Teams : control, resilience and the strategic choice of direct routing



As Microsoft Teams has become the default collaboration platform across Europe, the strategic discussion has shifted. The question is no longer whether companies should use Teams, but how they integrate enterprise telephony into it without losing architectural control. Mixvoip positions Direct Routing as the smart, resilient, and future-proof choice.

In 2026, Microsoft Teams structures daily business communication. Meetings, chat, file sharing and workflows are fully embedded in corporate environments. However, according to Patrick Berg, Head of Cybersecurity at Mixvoip, the real challenge is no longer collaboration, it is control.

« The key decision is architectural, » explains Berg. « How do you integrate professional telephony into Teams while maintaining flexibility, regulatory compliance, and operational resilience? »

Operator Connect is often presented as the easiest option because it is configured directly inside Microsoft Teams. This creates the impression of a one-stop shop. Yet billing, pricing structures, and contractual or legal responsibilities remain handled through a local operator or partner. The telecom layer does not disappear, it simply moves behind the interface.

The fundamental difference lies in control. Direct Routing allows companies to determine infrastructure location, routing logic, redundancy strategy, and integration architecture. In an environment shaped by increasing European regulatory requirements and geopolitical uncertainty, architectural sovereignty is becoming a strategic asset.

Contrary to common misconceptions, Direct Routing does not imply complexity. When implemented by a certified and experienced partner, it can be deployed in under 15 minutes as a fully managed service. Mixvoip combines telecom engineering, cybersecurity expertise, and deep Microsoft knowledge to ensure seamless integration.

Beyond standard Teams telephony, Mixvoip integrates Direct Routing with its Voxbi platform and Fixed Mobile Convergence (FMC) model. In case of Teams disruption or Internet failure, calls can continue at SIM level through GSM, without dependency on data connectivity or additional applications. Communication remains operational under all circumstances.

For Luxembourgish and European organizations, the choice between Operator Connect and Direct Routing is not a technical detail, it is a strategic architecture decision. It impacts compliance, resilience, scalability, and long-term cost control.

« If Teams is mission-critical, the telephony layer must meet the same standard, » concludes Patrick Berg. *« Control, resilience, and the ability to adapt are what differentiate sustainable communication strategies from temporary solutions. »*