Customer: Communi5 Technologies GmbH
Website: www.communi5.com
Location: Austria
Industry: Telecommunications

Customer Profile:
Communi5 Technologies GmbH is a leading provider of voice application server products.

Challenges:
- Seamless connectivity with Communi5's hosted UC service
- Solution needed to be virtualized to fit in with Communi5's datacenter infrastructure
- Ability to interoperate with a huge variety of customer on-premises platforms
- Solution needed to ensure robust security and high voice quality

AudioCodes Solutions:
Mediant VE Virtualized SBC

Benefits:
- Reliable, scalable and secure software-only voice connectivity with Communi5's hosted UC platform
- Solution scalability allows companies to start small and grow their deployment simply and cost-effectively as and when required
- Field-proven SIP-based interoperability ensures seamless connectivity with customers' legacy on-premises voice solutions
- High-availability configuration ensures reliable service for Communi5's customers

Communi5 Technologies GmbH
Flexible and scalable virtualized SBCs for hosted UC services

Vienna-based Communi5 needed a reliable, secure voice access connectivity solution for service provider customers of its cloud-based UCaaS offering. Using the AudioCodes VE virtualized SBC, Communi5 was able to offer flexibility and scalability, along with interoperability with a wide variety of on-premises solutions.

Background

Based in Vienna, Communi5 Technologies GmbH (www.communi5.com) is a leading provider of voice application server products. Its unified communications as a service (UCaaS) platform is designed to enable service providers to offer hosted PBX and unified communications services to business and residential customers. In addition to the most important functions for corporate telephony, the UCaaS solution also includes voice messages, conferences, call centers, IVR, collaboration, cross-platform soft clients and seamless mobile integration.

Challenges

The Communi5 UCaaS solution offers a wide range of options for customer connectivity. Whether dealing with enterprises with existing on-premises IP-PBX or UC solutions looking for SIP trunk connectivity or smaller organizations who rely on the Communi5 platform to offer a fully hosted UC and telephony service, it was critical that all end customers could connect seamlessly and securely to the platform. To achieve this goal, Communi5 required an access session border controller (SBC) that it could offer to its service provider customers as part of the overall solution.

The access SBC Communi5 was looking for had to meet a number of important requirements. These included:

- A virtualized, software-only product that could be easily deployed at service provider data centers along with the core Communi5 UCaaS solution which itself is a wholly software-based system

- Highly flexible SIP interoperability to ensure that customers could easily connect to the Communi5 platform regardless of which legacy on-premises solution they were using

- Rigid security to protect both service providers' and end customers' networks and data

- Support for advanced voice processing technology to ensure high voice quality

Solution

Communi5 and AudioCodes had already enjoyed a long and successful business relationship for several years with Communi5 deploying several AudioCodes products in its solutions. While AudioCodes as a company was a trusted vendor from Communi5's point of view, any SBC solution still needed to be thoroughly tested to ensure that it met all requirements.

After successfully completing a rigorous testing process, AudioCodes' virtualized, software-only Mediant VE SBC was verified to be deployed as an access SBC with the Communi5 UCaaS solution.

The Mediant VE SBC is a software-only solution meaning that it can fit in with Communi5's overall approach with its own solution. In addition to delivering broad interoperability and robust security features, the VE SBC is also an extremely scalable solution enabling service providers to start with a small deployment and expand the SBC's support for concurrent sessions as their service grows. Furthermore, the SBC supports encryption of voice streams without the need to purchase additional licenses or hardware.

The Mediant VE SBC is deployed in a high availability configuration at Communi5's service provider customers to ensure that it meets the stringent reliability requirements demanded by telecoms operators.

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Results

Communi5 now offers the AudioCodes Mediant VE SBC to service providers who are looking to offer reliable and secure voice connectivity based on a virtualized software infrastructure.

"The AudioCodes Mediant VE SBC met all of our requirements for a secure, scalable and flexible connectivity solution," explained Thomas Haydn, Managing Director Communi5. "Furthermore, the responsiveness and professional attitude of the AudioCodes team has created a strong relationship between the two companies that ensures we can deliver enhanced value to our customers."

Among Communi5's customers who have successfully deployed the UCaaS platform with an AudioCodes Mediant VE SBC is [NeoTel Telefonservice GmbH & Co KG](#), a service provider offering hosted telephony services to enterprise and residential customers in Austria.

Commenting on their deployment, Walter Schober, Managing Director at NeoTel said, "The compelling combination of Communi5 and AudioCodes means that we can offer our customers a comprehensive hosted communications service that is reliable, simple to operate and highly scalable."

"The extensive interoperability offered by the AudioCodes VE SBC ensures that we can hook up enterprise customers easily to our network so that they can rapidly begin to enjoy the full benefits of the hosted UC solution," he continued.

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>
> **Thomas Haydn,**
> **Managing Director Communi5.**

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