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# On the Radar: AudioCodes Meeting Insights On-Prem: Addressing a market gap for data-sensitive organizations

## Summary

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### Catalyst

AudioCodes Meeting Insights is a generative artificial intelligence (GenAI) solution that creates transcripts, summaries, and notes from audio conversations or video meetings. AudioCodes has recently released Meeting Insights On-Prem, a version that uses local servers running behind an organization's firewall.

Although cloud-based meeting transcription and summarization services are generally secure, the inherent vulnerability of data during transit and at rest in the cloud, along with the fact that a third-party is processing an organization's most sensitive data, causes many organizations to be cautious about using such summarization tools. Meeting Insights On-Prem gives organizations additional confidence that sensitive artificial intelligence (AI)-generated meeting data never leaves the premises. This eliminates a threat vector for regulated and highly secure organizations—they will never wonder if their data was compromised through a cloud transcription and summarization service.

## Omdia view

Meeting transcription, recording, and summarization are some of the most widely used GenAI capabilities in the communications market. These are usually provided through public cloud infrastructure.

AudioCodes Meeting Insights hits the market with several sweet spots:

- Although AudioCodes offers both cloud and on-premises versions of Meeting Insights, the on-premises option will be very attractive for organizations that—for security, regulatory compliance, or control purposes—prefer to keep AI-generated meeting and conversation data from ever traversing their firewall.
- AudioCodes Meeting Insights can provide meeting summarization and notes for any meeting type or conversation, including those from all common unified communications as a service (UCaaS) platforms: Zoom, Teams, Webex, and Meet. It can also summarize any voice conversation, such as phone calls or contact center interactions.
- It provides a lower-cost alternative to Microsoft Copilot meeting summarization services. AudioCodes Meeting Insights costs a third to a half as much as Microsoft Copilot, making it very cost-effective for people who may be using Copilot services primarily for meeting summarization.

## Why put AudioCodes Meeting Insights On-Prem on your radar?

AudioCodes Meeting Insights On-Prem offers transcription and summarization services, keeping sensitive information within an organization's infrastructure. It can operate offline, supports air-gapped environments, and assures data protection compliance with the General Data Protection Regulation (GDPR), Health Insurance Portability and Accountability Act (HIPAA) in the US, and other regulations. Very few competitors offer an on-premises meeting summarization product.

## Market context

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The AI meeting summarization landscape encompasses integrated UCaaS platform solutions and specialized third-party applications. Most virtual meeting platforms (Zoom, Cisco Webex, and RingCentral) include summarization in their basic license. Meanwhile, Microsoft Teams requires a \$30 per user monthly Copilot license, which gives users meeting summarization and various other features, such as translation, Gen AI in Office documents, recording, storage, security, etc.

Third-party specialists like Otter.ai, Fireflies, Notta.ai, Fathom, and AudioCodes Meeting Insights offer compelling alternatives as they integrate with various UCaaS platforms and often provide unique features like advanced workflow integrations and multi-language support. They are cost-effective versus Microsoft Copilot when Copilot is used primarily for summarization.

AI meeting summaries have gained popularity by eliminating manual notetaking, automatically capturing key points and action items, creating searchable knowledge repositories, helping absent team members catch-up, and integrating workflow tools. However, challenges exist, including accuracy issues with technical terminology, poor audio quality, varying performance based on meeting complexity, individual accents, and background noise. UCaaS providers have invested in improving audio quality and implementing noise cancellation to enhance performance.

Built-in tools offer seamless integration but typically work only with their native platform (Zoom is an exception, supporting Teams and Google Meet). Third-party tools require additional subscriptions and meeting access permissions, thus raising trust, security, and privacy concerns. Some organizations have banned third-party tools because of these concerns or the tool's obtrusiveness in meetings.

Architecturally, all these solutions follow a common approach: capturing audio, converting speech to text through transcription engines, applying AI algorithms to identify speakers and key points, using cloud infrastructure for scalability, and integrating with business applications. Advanced natural language processing (NLP) enhances summary quality by understanding context, sentiment, and intent.

Except for the on-premises version of AudioCodes Meeting Insights, almost all competitors rely on stable internet connections and face external data security concerns despite advanced protections.

## Product/service overview

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AudioCodes Meeting Insights On-Prem is an entirely on-premises solution that generates meeting summarizations, notes, and recordings from virtual meetings. Summaries and notes can be created following prescribed protocols and using document templates specified by an organization. This platform addresses the needs of organizations with stringent security requirements who may not want to use a cloud-based summarization tool. Examples include board meetings, discussions about potential acquisitions, new product concepts and designs, medical records, financial interactions and decisions, etc. For governments, this could include discussions about defense, new weapons systems, policy, or the economy.

## Security and compliance

The Meeting Insights On-Prem solution operates fully on-premises without relying on cloud resources. It offers enterprise-grade security suitable for organizations where internet use is prohibited or restricted. As such, it can work in air-gapped environments.

## How it works

The solution provides real-time recording, transcription, and summarization capabilities powered by AI using Small Language Model (SLM) technology. Whereas large language models (LLMs) may have hundreds of billions of parameters, AudioCodes' SLM uses a fraction of this number. Consequently, it can run on a basic and relatively inexpensive enterprise-grade server without any special requirements. In its base configuration, the solution can handle approximately 30 concurrent sessions. A version that can take advantage of a GPU in a server is also available.

The target market for Meeting Insights On-Prem is large enterprises. As capacity needs expand, so can the number of sessions. Increasing concurrent sessions simply requires additional memory and CPU cores. The solution can also be scaled using Scale Computing's virtual environment or deployed in a containerized Kubernetes environment. Meeting Insights On-Prem is currently available for English and Hebrew. Other languages are forthcoming.

## Advanced features

The platform includes ad-hoc dictation and transcription in real-time, along with a built-in proofing application that helps increase accuracy. The automatic speaker identification feature clarifies who said

what during meetings. Users can use the semantic search functionality to query meeting content using natural language, making information retrieval straightforward.

AudioCodes expects organizations to have unique lexicons, abbreviations, and business phrases, and the solution can handle these cases. Furthermore, as individuals review and correct transcripts and summaries, inaccuracies can be injected into Meeting Insights On-Prem, thus allowing the NLP and the SLM to “learn” and become more accurate over time.

## Technical integration

Meeting Insights On-Prem can join any UCaaS solution (e.g., Zoom, Webex, Microsoft Teams) to record, transcribe, and summarize meetings. It can also connect to contact center audio streams and on-premises meeting solutions like Pexip and Cisco Jabber. Session border controllers (SBCs) or PBXs can fork audio streams to Meeting Insights. Additionally, it can dial into meetings or connect via speaker and microphone in a room.

Organizations can send batches of old voice recordings to Meeting Insights for transcription and summarization. The solution works with other AudioCodes products, such as Interaction Insights for regulatory compliance and One Voice Operations Center (OVOC) for monitoring voice infrastructure.

Organizations can securely store the recordings, transcriptions, and summaries using any chosen mechanism.

**Figure 1: Audio sources and processing and storage flow of Meeting Insights On-Prem**



Source: AudioCodes

## Company information

### Background

Shabtai Adlersberg and Leon Bialik founded AudioCodes in 1993, with a vision to revolutionize voice communications over the internet. The company has since evolved into a leading provider of Voice over Internet Protocol (VoIP) technology and communications software solutions for the digital workplace.

Key milestones in AudioCodes’ history include:

- 1997: Introduced market-leading Voice over Packet (VoP) chip technology, establishing early leadership in voice compression and IP network transmission
- 1999: Completed an initial public offering (IPO) on NASDAQ under the ticker symbol AUDC

- 2001: Entered the media gateway market, expanding beyond chips to complete system solutions
- 2004: Launched SBCs to address security and interoperability needs
- 2006: Acquired Nuera Communications to strengthen media gateway portfolio
- 2012: Deepened partnership with Microsoft Lync (now Teams), becoming a key player in the unified communications ecosystem
- 2019: Released Meeting Insights (cloud-based version) for meeting recording and transcription; meeting summaries were added later
- 2020: AudioCodes Live became the first SBC as a service solution
- 2023: Released Voca CIC, a contact center built upon Azure Communications Services
- 2025: Released Meeting Insights On-Prem for on-premises meeting recording, transcription, and summarization

The company has consistently adapted to the changing telecommunications landscape, transforming from a chip technology provider to a comprehensive communications solutions company.

## Current position

AudioCodes has established itself as a market leader in the enterprise communications sector. According to Omdia's *Enterprise SBCs and VoIP Gateways Market Tracker – 4Q24 and CY24 Data and 2025 – 2029 Forecast*, AudioCodes ranked as the global enterprise SBC revenue market leader in 2023. It was a close second in 2024, capturing 23.1% and 25.8% of worldwide revenue share in respective years.

The company's current financial performance shows stability:

- 1Q25 revenues reached \$60.4 million, slightly up from \$60.1 million in 1Q24
- GAAP EBITDA for 1Q25 was \$4.6 million, and improved from \$3.8 million in 1Q24
- Full-year 2024 revenue was \$242.2 million, compared to \$244.4 million in 2023

AudioCodes' product and service portfolio has expanded significantly, with services revenue growing to exceed product revenue. In 1Q25, services generated \$32.6 million compared to \$27.8 million from products, reflecting the company's successful transition to a more service-oriented business model. Besides SBCs and meeting summarization technology, AudioCodes offers meeting room solutions, telephone handsets, and contact center as a service. It is the number one partner with Microsoft for enabling Microsoft Teams Phone deployments.

## Future plans

AudioCodes' current trajectory suggests continued focus on:

- Strengthening its position in the communications market. While the SBC industry may be slowing, AudioCodes has a strong market position there, and the company continues to branch out into new markets with AudioCodes Live, Voca CIC, Meeting Insights, etc.
- Expanding its service offerings, as evidenced by the growing proportion of revenue from services.

- Further development of conversational AI applications and services, which represent an emerging growth area.
- Maintaining leadership in the enterprise SBC market while adapting to evolving communication technologies.
- Continuing to provide shareholder value through semi-annual dividends and stock buybacks.

## Key facts

Table 1: Data sheet: AudioCodes

<b>Product/Service name</b>	Meeting Insights On-Prem	<b>Product classification</b>	Meeting recording, transcription, and summarization
<b>Version number</b>	1.0	<b>Release date</b>	May 2025
<b>Industries covered</b>	Government, healthcare, financial services, and others	<b>Geographies covered</b>	World
<b>Relevant company sizes</b>	Large enterprises with special security and regulatory compliance needs	<b>Licensing options</b>	Licensed on volume usage Tied to the number of transcription hours Minimum volume: 50,000 transaction hours per year
<b>URL</b>	<a href="https://www.audiocodes.com/news/press-releases/news/audiocodes-introduces-meeting-insights-on-prem-for-security-sensitive-environments">https://www.audiocodes.com/news/press-releases/news/audiocodes-introduces-meeting-insights-on-prem-for-security-sensitive-environments</a>	<b>Routes to market</b>	Various existing channels
<b>Company headquarters</b>	Or Yehuda, Israel	<b>Number of employees</b>	962

Source: Omdia

## Analyst comment

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According to Omdia's *IT Enterprise Insights: IT Drivers and Technology Priorities – 2025* survey, managing security, identity, and privacy is one of the top trends among organizations globally. An on-premises meeting summarization tool is ideal for organizations prioritizing security and data privacy.

The Meeting Insights On-Prem solution keeps sensitive information within the organization's infrastructure, provides reduced latency, requires no internet connectivity, allows greater customization and integration with internal systems, offers more access to raw data for analytics, and has potential cost control benefits. It also provides complete control over update cycles, specific security protocols, and alignment with internal IT policies.

In most scenarios, existing cloud-based solutions provide adequate security. However, certain sectors, such as government, finance, healthcare, and legal, are particularly advantageous for Meeting Insights On-Prem. Additionally, within any large organization, situations may require heightened caution and security, especially during sensitive conversations. In these instances, Meeting Insights On-Prem will be highly beneficial.

One of the challenges organizations may find when using a small language model is that it will not be as robust as the large language models. Omdia's experience indicates that an SLM will likely require some training to enable it to provide the accuracy an organization will desire and need. Fortunately, AudioCodes is ready to create a custom SLM for every customer.

Besides the added security aspect, Meeting Insights—the cloud and on-premises versions—provides Microsoft Teams users with a cost alternative to Copilot. Omdia believes that organizations evaluating their usage of Copilot may determine that it is cost-prohibitive for employees using it primarily for meeting summarization. Hence, either version of Meeting Insights can hit a sweet spot in the Microsoft ecosystem.

The channel AudioCodes uses to sell its other products may not be suitable for a meeting summarization tool. Whether these resellers can effectively promote and sell a software meeting product remains to be seen. To date, AudioCodes has reported that word of mouth is an effective method for Meeting Insights On-Prem sales.

## Appendix

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### On the Radar

On the Radar is a series of research notes about vendors bringing innovative ideas, products, or business models to their markets. On the Radar vendors bear watching for their potential impact on markets as their approach, recent developments, or strategy could prove disruptive and of interest to tech buyers and users.

### Further reading

[\*Enterprise SBCs and VoIP Gateways Market Tracker – 4Q24 and CY24 Data and 2025 – 2029 Forecast\*](#)  
(March 2025)

[\*IT Enterprise Insights: IT Drivers and Technology Priorities – 2025\*](#)(October 2024)

## Disclosure on the use of Generative AI

Generative AI was used while creating this document. It has primarily been used for rephrasing sentences and paragraphs. Occasionally, prompts were designed to have the GenAI engine generate content, followed by close fact verification and editing by the author.

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