



 Customer
HUK-COBURG

 Website
<https://www.huk.de/>

 Location
Germany

 Industry
Insurance

Customer Profile

Established in 1933, HUK-COBURG is the largest car insurer in Germany and one of the leading insurance providers in the country, offering a comprehensive range of services including health, life, property and liability insurance.

Objectives:

- Migrate legacy ISDN systems to SIP trunking and integrate existing Mitel and Genesys contact center platforms
- Ensure that the infrastructure can handle a large number of concurrent calls with minimal downtime
- Provide seamless communications capabilities to reliably support remote agents

AudioCodes Solutions

- [AudioCodes Mediant 4000 session border controllers](#)
- [AudioCodes Mediant 800 session border controllers](#)
- [AudioCodes Mediant Virtual Edition session border controllers](#)
- [AudioCodes One Voice Operations Center \(OVOC\)](#)
- [AudioCodes WebRTC](#)

Benefits:

- Increased cost efficiency with significant savings across multiple locations
- Scalable and reliable with the ability to handle up to 4,000 concurrent calls
- Supports AI-driven voice solutions and future Microsoft Teams integration
- Cost savings and increased efficiency by eliminating on-premises hardware maintenance

HUK-COBURG

A seamless contact center transition from legacy ISDN systems to modern SIP trunking powered by AudioCodes SBCs

Executive Summary

HUK-COBURG, the largest car insurer in Germany and one of the leading insurance providers in the country, selected AudioCodes to modernize its existing voice communications infrastructure and contact center solutions with a strong focus on operational efficiency and a superior customer experience.



Background

HUK-COBURG is the largest car insurer in Germany and one of the leading insurance providers in the country, offering a comprehensive range of services including health, life, property and liability insurance. Established in 1933, the company has built a reputation for financial stability, customer-centric solutions and innovation. With millions of customers and a commitment to personalized service, HUK-COBURG continues to adapt to the evolving needs of the insurance industry.

For more information, visit the HUK-COBURG website:

<https://www.huk.de/>

Objectives

One of HUK-COBURG's primary goals was to migrate from legacy ISDN systems to SIP trunking, while successfully integrating its existing Mitel unified communications and Genesys contact center platforms, thus ensuring a future-ready infrastructure that could support evolving communications needs.

HUK-COBURG faced several key challenges as part of its ongoing digital transformation. One of its primary goals was to migrate from legacy ISDN systems to SIP trunking, while successfully integrating its existing Mitel unified communications and Genesys contact center platforms, thus ensuring a future-ready infrastructure that could support evolving communications needs.

Another challenge was the need to unify its core routing platform, streamlining operations and enhancing overall efficiency. With a hybrid workforce in place, HUK-COBURG required seamless communications capabilities to support remote agents while maintaining high availability and reliability.

The company also had to ensure that its infrastructure was capable of handling a large number of concurrent calls, minimizing downtime and disruptions while optimizing customer interactions and satisfaction.

Solution

With a well-established business relationship spanning several years, HUK-COBURG selected AudioCodes as its strategic partner to drive this transformation, leveraging its innovative voice networking solutions.

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The implementation began with the deployment of AudioCodes' market-leading [Mediant 4000](#) and [Mediant 800](#) session border controller (SBC) solutions to modernize the telephony infrastructure and enable SIP trunk connectivity. The centralization of SIP trunking played a crucial role in reducing complexity while improving cost efficiency across multiple locations. The company is also testing the [Mediant Virtual Edition](#) SBC.

AudioCodes [One Voice Operations Center \(OVOC\)](#), a voice network management solution that combines voice network device management and quality of experience monitoring into a single intuitive application, was deployed to ensure a reliable communications environment. The company also replaced thousands of legacy IP phones with softphones powered by AudioCodes [WebRTC](#) technology for a more flexible and adaptable solution for its agents.

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Additionally, the company plans to augment its infrastructure in the near future by deploying Microsoft Teams for internal communication, positioning the company for continued innovation and scalability in the years ahead.

Results

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Through its collaboration with AudioCodes, HUK-COBURG successfully modernized its communications infrastructure, achieving a range of critical business improvements that enhanced both operational efficiency and customer engagement. The partnership with AudioCodes delivered substantial business benefits, including:

- **Enhanced Customer Experience:** Improved call routing and real-time analytics enabled faster, more accurate support, reducing wait times and increasing first-call resolution rates.
- **Increased Cost Efficiency:** Centralized SIP trunking streamlined operations, resulting in significant cost savings across multiple locations.
- **Greater Flexibility and Agility:** The migration to modern SIP trunking empowered remote and hybrid workers with seamless connectivity, enhancing productivity.
- **Operational Simplification:** Unifying core routing across existing contact center platforms and SIP trunking improved overall efficiency and reduced management complexity.
- **Scalability and Reliability:** With the ability to handle up to 4,000 concurrent calls, HUK-COBURG ensured high availability and business continuity.
- **Future-Ready Infrastructure:** The transition set the stage for Microsoft Teams integration at a later date.

"AudioCodes has provided us with a scalable and modern voice network infrastructure that has significantly improved our operations, resulting in a future-ready, highly efficient and customer-focused communications environment. Uptime and reliability are critical for us, and AudioCodes has consistently delivered, ensuring that we remain available to our customers at all times."

Klaus Meyer,
HUK-COBURG

HUK-COBURG's seamless transition to SIP trunk connectivity, powered by AudioCodes, exemplifies a successful digital transformation. By embracing innovative voice solutions, the company achieved operational excellence, enhanced customer service and future-proofed its infrastructure for continued growth and evolution in the insurance industry.

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