colt

👤 **Customer**
Colt Technology Services

🪟 **Website**
https://www.colt.net/

📍 **Location**
Global

📊 **Industry**
Telecommunications

Customer Profile

Colt Technology Services is a UK headquartered global digital infrastructure company focused on providing high-bandwidth network and voice services to enterprise customers across Europe, Asia and North America.

Objectives:

- Accelerate AI-powered cloud voice transformation for enterprise customers with modern, automated services
- Ensure seamless integration across legacy systems, hybrid PBX environments, cloud UC platforms and contact centers
- Deliver a consistent, unified voice experience backed by enterprise-grade reliability and scalability
- Shift from transactional voice services to outcome-driven solutions focused on flexibility, creating value and delivering a better user experience

AudioCodes Solutions

- AudioCodes Live Platform

Benefits:

- Enabled rapid global deployment of UC voice services with confidence and reliability
- Provided a flexible architecture that supports seamless migration from legacy systems
- Ensured robust voice continuity and high service availability
- Delivered easy integration with business-critical platforms such as contact centers

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AudioCodes Case Study

Colt Technology Services

Delivering flexible, scalable, AI-powered multi-platform cloud voice solutions worldwide with AudioCodes Live Platform

Executive Summary

Colt Technology Services, a UK headquartered global leader in digital infrastructure, partnered with AudioCodes to power its enterprise voice transformation strategy using AudioCodes Live Platform. By deploying this innovative cloud-based solution, Colt expanded its communications offering to support UC voice calling, with a strong focus on service automation, scalability and delivering exceptional customer outcomes.

Background

Colt Technology Services (Colt) is a global digital infrastructure company which creates extraordinary connections to help businesses succeed. Powered by amazing people and like-minded partners, Colt is driven by its purpose: to put the power of the digital universe in the hands of its customers, wherever, whenever and however they choose.

Since 1992, Colt has set itself apart through its deep commitment to its customers, growing from its heritage in the City of London to a global business spanning 40+ countries, with over 6,000 employees and more than 80 offices around the world. Colt's customers benefit from expansive digital infrastructure connecting 32,000 buildings across 230 cities, more than 50 Metropolitan Area Networks and 275+ Points of Presence across Europe, Asia, the Middle East, Africa and North America's largest business hubs.

Privately owned, Colt is one of the most financially sound companies in the sector. Obsessed with delivering industry-leading customer experience, Colt is guided by its dedication to customer innovation, by its values and its responsibility to its customers, partners, people and the planet.

For more information, visit the Colt website: https://www.colt.net/

Objectives

Colt's goal was to accelerate cloud voice transformation for its enterprise customers by offering modern, automated services that integrated easily with both legacy and next-generation communications platforms, all backed with enterprise-grade reliability and scalability. Colt was also looking to deliver a consistent, unified voice experience across multiple environments that had traditionally been siloed, including cloud-native UC platforms (such as Microsoft Teams, Webex and Zoom), hybrid PBX systems and complex contact center architectures.

In addition, a key part of Colt's strategy was to move beyond standard, transactional voice services. Instead, the company wanted to offer outcome-driven solutions that prioritized user experience, flexibility and long-term value. The partnership with AudioCodes was central to realizing this vision.

Colt deployed AudioCodes Live Platform, a unique service delivery platform that combines certified solutions for UC and contact center environments, as well as other AI-powered value-added services, as the foundation for its enterprise voice services.

Solution

To meet these objectives, Colt deployed AudioCodes Live Platform, a unique service delivery platform that combines certified solutions for UC and contact center environments, as well as other AI-powered value-added services, as the foundation for its enterprise voice services. This cloud-based solution gave Colt a centralized control layer for routing voice traffic, automating provisioning and managing services across a diverse range of platforms. It offered full orchestration through Colt's digital portal, enabling fast, seamless deployment with minimal manual intervention.

The platform's design supported regional number management, compliance with local regulations and built-in disaster recovery – essential for Colt's diverse worldwide customer base. It also offered interoperability with third-party session border controllers, CCaaS platforms and legacy PBX systems, allowing Colt to deliver voice solutions in virtually any enterprise environment.

As David Renfree, UC Sales Manager at Colt, noted: "We needed to provide flexibility. Not every customer is fully cloud-ready, and that's where AudioCodes Live Platform comes in. It gives us that agility to route calls wherever they need to go." This flexibility allowed Colt to tailor solutions to the unique needs of each customer, whether they were fully cloud-enabled or navigating a more gradual transition at their own pace.

The platform also enabled Colt to deliver voice services across Microsoft Teams, Webex, Zoom, Genesys and other platforms with a consistent experience, even in complex multi-vendor environments. The ability to scale services quickly, integrate with critical applications and support hybrid deployments proved essential to helping customers modernize their communications infrastructure without disruption.

"We needed to provide flexibility. Not every customer is fully cloud-ready, and that's where AudioCodes Live Platform comes in. It gives us that agility to route calls wherever they need to go."

David Renfree | UC Sales Manager at Colt

Results

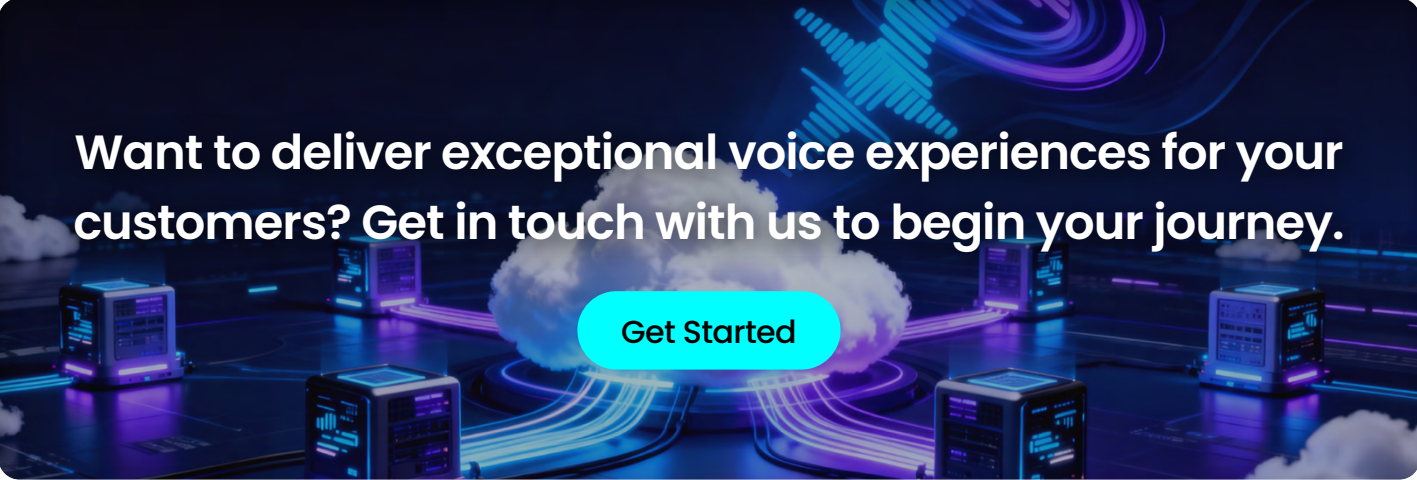The Colt-AudioCodes partnership has delivered strong business and operational outcomes. Colt's early involvement in the development and deployment of AudioCodes Live Platform earned them two major accolades from AudioCodes – **Live Platform Partner of the Year 2024** and **Service Provider of the Year**. These awards recognize Colt's exceptional leadership in delivering innovation, scale and customer experience through Live Platform.

With Live Platform, Colt has been able to deploy UC voice services globally at speed and with confidence, turning every conversation into a strategic asset. The company's customers benefit from a highly flexible architecture that supports rapid migration from legacy systems, robust voice continuity and integration with other business-critical communications platforms like contact centers. Thanks to AudioCodes' voice expertise and Live Platform's next-gen voice technology, the solution has enabled Colt to shift from selling traditional voice services to delivering meaningful business outcomes.

"Working very closely with AudioCodes to deliver innovative voice services to our customers globally has been a massive game-changer for us, and we look forward to enjoying the fruits of our collaboration for many years to come." said Tim Hiscox, Partner Development Manager at Colt. The end result is a scalable, future-proof voice solution that empowers enterprise customers while reinforcing Colt's position as a trusted, forward-looking communications provider.

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Want to deliver exceptional voice experiences for your customers? Get in touch with us to begin your journey.

Get Started

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