

# AudioCodes Case Study

## Deutsche Telekom

Delivering seamless and scalable voice connectivity for Deutsche Telekom's Teams Phone Mobile service

### Executive Summary

Deutsche Telekom, one of the world's leading global telecommunications providers, selected AudioCodes to deliver a fully 3GPP-compliant replacement architecture that ensured the continuity and future readiness of its Mobile for Microsoft Teams service without disrupting live enterprise customers.



### Background

Deutsche Telekom AG is one of the world's leading integrated telecommunications providers. Headquartered in Germany, Deutsche Telekom has an international focus and is represented in more than 50 countries. The company acts as a trusted digitalization partner for its business customers, delivering advanced connectivity, cloud and collaboration solutions to organizations of all sizes.

For more information, visit the Deutsche Telekom website:

<https://www.telekom.com/entelekom.com/en>



#### Customer

Deutsche Telekom



#### Website

<https://www.telekom.com/en>



#### Location

Germany



#### Industry

Telecommunications

### Customer Profile

Deutsche Telekom is one of the world's leading telecommunications providers, delivering mobile, fixed-line, broadband and digital services to consumers and business customers worldwide.

### Objectives:

- Replace a key retiring platform component while maintaining uninterrupted Mobile for Microsoft Teams service
- Meet strict 3GPP compliance requirements within a compressed infrastructure project timeline
- Introduce new core functionality without impacting live enterprise customers or existing workflows
- Deliver a future-ready architecture supporting advanced features and ongoing Microsoft Teams evolution

### AudioCodes Solutions

- [AudioCodes Mediant Cloud Edition SBCs](#)
- [AudioCodes One Voice Operations Center \(OVOC\)](#)

### Benefits:

- Ensured uninterrupted continuity of Mobile for Microsoft Teams beyond platform end-of-life deadlines
- Delivered a fully 3GPP-compliant architecture without customer disruption or service degradation
- Met aggressive delivery timelines through rapid development and close technical collaboration
- Established a scalable, future-ready foundation for continued Teams service growth and innovation

## Objectives

Deutsche Telekom required a seamless migration to the new architecture with no customer-visible impact, no changes to existing provisioning processes and full interoperability with Microsoft Teams.

AudioCodes engineers worked closely with Deutsche Telekom from the outset to define the precise scope of features that needed to be replicated and enhanced, leveraging extensive experience with Teams Phone Mobile architectures.

Deutsche Telekom offers Mobile for Microsoft Teams, a fully integrated mobile service based on Microsoft's Teams Phone Mobile, that embeds a business mobile number directly into Microsoft Teams. The service allows enterprise customers to manage all communications centrally across devices, while benefiting from native Teams calling functionality. The solution is built on a tightly integrated architecture combining the mobile network, Microsoft Teams backend and Deutsche Telekom's fully automated provisioning platform for unified communications partner solutions.

A critical component of the original Teams Phone Mobile architecture was Perimeta, a Microsoft-provided software session border controller (SBC) that ensured compliance with key 3GPP requirements. Changes at Microsoft meant that Deutsche Telekom had to look for an alternative platform to ensure the continued operation of the service.

The challenge was compounded by several factors. The replacement solution needed to be implemented within an unusually short timeframe for a core network infrastructure project, while the service remained fully operational and actively used by business customers. Any disruption or behavioral change could have impacted customer experience and breached existing service commitments. In addition, the new platform had to replicate and enhance advanced 3GPP-compliant capabilities, including early media handling, support for multiple early dialogs, provisional acknowledgment (100rel) and privacy-enhancing mechanisms.

Beyond technical complexity, the project demanded absolute precision. Deutsche Telekom required a seamless migration to the new architecture with no customer-visible impact, no changes to existing provisioning processes and full interoperability with Microsoft Teams. The solution also had to be future-ready, supporting further feature expansion and open use cases such as real-time text (RTT), while meeting strict reliability and redundancy requirements across geographically separated sites.

## Solution

AudioCodes was selected to deliver the replacement solution. With 20 years of deep expertise in Microsoft unified communications (UC) telephony and a field-proven track record of more than three decades in telecommunications, AudioCodes was uniquely positioned to design and implement a compatible SBC-based software stack that would fully replace Perimeta's functionality.

AudioCodes engineers worked closely with Deutsche Telekom from the outset to define the precise scope of features that needed to be replicated and enhanced. Leveraging extensive experience with Teams Phone Mobile architectures, AudioCodes implemented targeted enhancements to its SBC firmware to ensure full 3GPP compliance while integrating seamlessly into Deutsche Telekom's existing provisioning platform for unified communications partner solutions.

By deploying AudioCodes' SBC-based replacement solution, Deutsche Telekom successfully safeguarded the future of its Mobile for Microsoft Teams service.

“ AudioCodes proved to be an exceptionally reliable and knowledgeable partner, delivering a 3GPP-compliant solution under intense time pressure without impacting our live service.

Their deep expertise in Microsoft Teams telephony and rapid development capability were critical to ensuring the continuity and future readiness of our Mobile for Microsoft Teams service. ”

**André Rink**  
System Architect, Deutsche Telekom

The solution is based on [AudioCodes Mediant Cloud Edition SBCs](#), a software-based solution certified for Microsoft Teams and designed to harness the benefits of cloud elasticity, which was deployed across multiple sites to ensure full redundancy and high availability. The SBCs provide advanced signaling and media handling between Deutsche Telekom's mobile network and the Microsoft Teams backend, while maintaining strict compliance with Microsoft certification requirements. [AudioCodes One Voice Operations Center \(OVOC\)](#) was deployed as the centralized network management system, enabling real-time monitoring, provisioning and lifecycle management of the SBC infrastructure.

A key success factor was AudioCodes' ability to deliver rapid development without compromising stability or quality. The software stack was tested and validated within a tight timeline, with AudioCodes providing hands-on support throughout integration, testing and acceptance phases. Close collaboration at both engineering and management levels ensured rapid issue resolution and alignment with Deutsche Telekom's operational requirements.

## Results

By deploying AudioCodes' SBC-based replacement solution, Deutsche Telekom successfully safeguarded the future of its Mobile for Microsoft Teams service. The new architecture ensures full 3GPP compliance beyond Perimeta's end-of-life deadline, avoiding a critical operational risk while maintaining uninterrupted service for existing customers.

The project was delivered on time despite an aggressive schedule, demonstrating AudioCodes' ability to execute complex infrastructure development under pressure. The seamless migration ensured that business customers experienced no disruption, configuration changes or degradation in service quality, reinforcing trust in Deutsche Telekom's mobile offering for its Teams customers.

Through rapid innovation, deep UC expertise and outstanding cross-functional support, AudioCodes enabled Deutsche Telekom to protect a flagship enterprise service and continue delivering advanced mobile-integrated collaboration solutions with confidence.

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