



KKH Kaufmännische Krankenkasse

Oracle Communications Enterprise Session Border Controller Helps Accelerate SIP Trunk Deployment

One of the largest insurance providers in Germany uses Oracle Communications' Enterprise Session Border Controllers to streamline its SIP trunking service deployment, ensure high availability and service quality, and reduce costs. The Oracle solution enables straightforward integration with the company's Cisco UCM infrastructure.



Overview

KKH is one of the largest health insurance providers in Germany, insuring over 1.8 million customers and operating 140 branch offices throughout the country. Continuously seeking innovative ways to enhance customer service and contain costs, the insurer deployed a Session Initiation Protocol (SIP) trunking service to reduce PSTN expenditures and improve service agility in its IP-based customer service centers and unified communications (UC) environment. By replacing conventional PSTN circuits with a centralized SIP trunking service, KKH was able to reduce operating expenses by over 20% and better align trunking capacity with business demands.



"Together with Oracle/Acme Packet we made an important step towards creating a more extensible telephony architecture that ensures support for future needs and value-added services while being more cost efficient than conventional PSTN technology."

STEFFEN NINEBUCK, NETWORK SYSTEM ENGINEER, KKH



Oracle E-SBCs Accelerate Time-to-Value

After an extensive evaluation process, KKH selected Oracle Communications' Session Border Controller (E-SBC) to connect its customer service centers and UC infrastructure with the SIP trunking service, and to secure and control SIP sessions. The company deployed a high availability configuration that ensures extremely reliable services.

The E-SBC helped KKH streamline its SIP trunking service deployment by enabling straightforward integration with the company's Cisco Unified Communications Manager infrastructure. The product helps KKH mitigate risks by protecting against denial of service attacks and other threats, as well as optimize performance and availability by load-balancing SIP traffic and statefully rerouting SIP sessions around equipment or network failures. Going forward, KKH plans to leverage the product to securely extend corporate UC services to remote Internet-based workers, and to enable SIP trunking at its headquarters location.

Challenges

- » Add reliable SIP trunking services to Cisco Unified Communications Manager environment
- » Ensure high availability and service quality for IP-based communications
- » Protect against security threats

Solutions

- » Oracle E-SBC's ensure highly secure and reliable services and header manipulation rules accelerate service turn-up
- » Redundant E-SBC configurations ensure continuous service availability
- » The Oracle solution contributed to rapid ROI through PSTN savings

Lower OPEX and Greater Business Agility

Why Oracle

Making its network more agile and extensible for future needs was a key evaluation criteria for KKH. It found the Oracle E-SBC's extensive interoperability features and successful track record in multivendor UC and contact center networks to be important advantages. The product is highly scalable, making it easy to adjust capacity for future business needs.

Thanks to Oracle's E-SBCs, KKH enjoys all the benefits of SIP trunking – lower OPEX and greater business agility – without compromising security, service quality, or customer satisfaction.

