

## BSI Software Expands Customer Suite with the Acquisition of Sikom – A Leading German Provider of Intelligent Contact Center Solutions for Regulated Industries

*AI-Powered Customer Experience Processes, CRM Capabilities, and Contact Center Technology Become More Closely Integrated*

**Baden/Heidelberg, April 16, 2026** – BSI Software, a leading European software provider of AI-driven CRM/CX platforms, has acquired Sikom Software GmbH ("Sikom"). By integrating Sikom's high-performance contact center solutions, BSI Software is strategically enhancing its modular BSI Customer Suite in the area of modern customer communications and expanding its technology with powerful omnichannel communication capabilities for contact centers.

Based in Heidelberg, Sikom is a specialized provider of omnichannel communication and intelligent interaction management for contact centers. For over 25 years, Sikom has supported enterprise customers — primarily in regulated industries such as insurance and healthcare — in managing and automating complex customer interactions through sophisticated service solutions. Sikom's "Made in Germany" software, ensuring full data sovereignty, now complements BSI Software's holistic platform, enabling seamless customer experiences based on unified data and intelligent AI agents.

### Strategic Expansion of the BSI Customer Suite

With over 600 employees and double-digit revenue growth, BSI Software is one of Europe's leading and fastest-growing providers of AI-powered CRM and CX solutions. The acquisition of Sikom aligns with BSI Software's strategic focus on delivering end-to-end processes in service, sales, and marketing, creating sustainable value for businesses and their customers.

*"Contact centers are now a central component of modern customer experience. With Sikom, we are gaining a technologically leading provider whose solutions perfectly complement our platform, especially in our focus industries,"* says Markus Brunold, CEO of BSI Software.

For Sikom, integration into BSI Software opens new opportunities, such as embedding its technology into a broader ecosystem, faster scaling, and reaching new customer segments. The merger with BSI Software is a logical next step, as both companies have historically successfully collaborated via a strategic partnership, serving joint customers.

### Vision for Modern Customer Communications

*"With BSI Software, we have gained a strong European partner with whom we can integrate our technologies into a broader customer experience context and can further develop them in a targeted way. At the same time, this partnership accelerates our growth and allows us to scale our solutions in a larger market environment,"* says Natascha Hoffmeister, Managing Director at Sikom.

Sikom will continue to operate as an independent company and brand. Its contact center solutions will remain independently developed and open for integration into various IT and CRM environments.

By combining BSI Software's CRM and customer experience technologies with Sikom's specialized contact center expertise, an integrated platform for modern customer interaction emerges — covering CRM processes, digital channels, and intelligent real-time customer contact management with the help of AI agents.

### About BSI Software

BSI Software is a leading European provider of software solutions for Customer Relationship Management (CRM) and Customer Experience (CX). The company's BSI Customer Suite supports businesses in regulated industries, such as banking, insurance, retail, and energy and utilities, with the holistic design of digital customer relationships along the entire customer journey. In the DACH region, BSI Software is the market leader in its focus industries.

The modular, scalable, and holistic customer platform provides comprehensive functions for marketing automation, sales support, and service processes – they are AI-based, compliance-conforming, and technologically a cut above. Also included are the AI-powered BSI Companion, the CRM solution with a generative 360° customer view, and automation using agentic AI. Thanks to BSI's multi-cloud strategy and model-agnostic approach, companies retain flexibility when it comes to selecting their infrastructure and AI models.

BSI Software combines technological expertise with an in-depth industry understanding. Customers include well-known companies such as ADAC, Hornbach, Techem, PostFinance, Raiffeisen Banking Group, and Signal Iduna.

#### **About Sikom Software**

Sikom Software GmbH is a German manufacturer of contact center software. The Sikom AgentOne® omnichannel platform orchestrates all customer enquiries across channels, with high availability and AI expandability.

For over 25 years, Sikom has been developing innovative solutions 'made in Germany' with a focus on routing, integration and intelligent workload management. The platform can be operated flexibly in the cloud, on-premises or in a hybrid configuration and meets the highest security and regulatory compliance requirements.

A particular focus is on companies with complex service and compliance requirements – especially in the insurance industry and the health insurance market. Sikom has many years of project experience and a deep understanding of processes in these areas.

More than 100 leading companies use Sikom AgentOne® to manage over 22,000 service employees. ISO 27001 certification, technological sovereignty and partnership-based cooperation on an equal footing are at the heart of the company's approach. Its customers include renowned companies such as VW, HUK-Coburg, SparkassenVersicherung and PHOENIX Pharma.

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