Yeastar

Customer Success, Delivered

Yeastar Yeahs Story Set

Meet our customer stories and discover how Yeastar P-Series PBX System works for a business likes yours.

yeah!

About

Yeastar has helped tens of thousands of businesses achieve better internal and customer-facing communications in an easy, pleasant, and innovative way. From heightened productivity, mobility, reliability, and scalability, to reduced system administration and communication costs, Yeastar provides targeted unified communications solutions and go beyond.

This Yeastar Yeahs Story Set includes a few of our customer stories that illustrate the experience and insights of some of our clients using Yeastar P-Series PBX System, highlighting what they have built and achieved with Yeastar.

Customer Story 1

GMA Saved $270,000 Annually with Yeastar

Greater Amman Municipality

- Customer Name: Municipality of Greater Amman
- Location: Jordan
- Industry: Government
- Product: 2 P570 PBX with Enterprise Plan, 4 K2 IP-PBX, and 138 TA FXS Gateways
- Number of sites: 100+ sites across the country

Background

The Municipality of Greater Amman, the capital of Jordan, is a financially independent national organization (a municipality in all aspects) established to make the city a better place.

Serving a city population of over 4 million and 22 administrative areas, the organization currently has over 500 employees and over 100 distributed offices han-dling municipal tasks on environmental, health, organizational, and infrastructure dimensions

Challenge

GAM used to deploy separate phone systems on different sites – proprietary PBXs from Panasonic, NEC, Alcatel, Multitk, and Avaya, yet the complex, disconnected telephony network left little space for flexibility and was starting to affect the level of service. It was incredibly expensive to scale and the IT administration is solely dependent on proprietary PBX vendor support. The organization was seeking for a future-proof solution upgrade that could bring in new features and help the organization get rid of a mix of $270,000 annual expenses on PBX maintenance and licensing fees.

They need to connect distributed employees from over 100 sites and reserve existing infrastructure wherever possible. Plus, the new system should have a solid call center plan to support hundreds of call agents, and keep up with the changing workplace dynamic, so calls can be handled from anywhere with the best operational efficiency

Solution

As a public institution, GAM was required to solicit proposals from multiple vendors. And Yeastar won the RFP on all counts: functionality, ease of use, flexibility, and cost.

With the help of GTTCO, the Jordan-based Yeastar Distributor, a complete Yeastar UC solution of two P570 PBX (with Enterprise Plan subscribed), four K2 IP-PBX, together with 134 Yeastar TA FXS Gateways were successfully deployed to on GAM's dispersed offices to build a connected communications network. Upon deployment, the organization's 500 Yealink IP phones were automatically provisioned and its IT teams quickly took control. In addition, as Yeastar P-Series and K2 IP-PBX are open standard PBX, they can be easily integrated with the organization's other infrastructure, and GAM personnel didn't need any additional training or support to use their new, intuitive telephony solution.

Results and Benefit

As well as cost savings, more seamless communications across all locations, and integration with existing infrastructure, GAM found that communications were made unified and much easier. The mobility of the city personnel was increased dramatically thanks to Yeastar Linkus UC Clients (web and mobile softphone applications) and the Remote Access Service of Yeastar P-Series PBX System.

Simultaneously, with rich robust call center features included in the P-Series Enterprise Plan, GAM was able to roll out a new call center service in a day without deploying a separate call center system. The equipped call center panel, wallboard, SLA, agent performance reports, and alike functionalities were there to power agents and fulfill all administrative demands.

Connected 100 sites with free internal calls and easy direct dial across sites.

Revamped employee networking & efficiency with Linkus UC Clients, Call Center, and more.

Easy administration with intuitive web GUI and granular user permission control.

Incredible savings on affiliated licensing fees and system maintenance.

" Initially, the city had all these different systems and now we have Yeastar for all. It helped us connect all sites and cut communications expenses dramatically. With all the features and easy administration, we'll now have more resources to serve the city and people. "

Increased Connectivity and Mobility for GAC Laser Logistics

LASER
INTERNATIONAL LOGISTICS

- Customer Name: GAC Laser
- Location: South Africa
- Industry: Transportation
- Product: 5 P550 PBX
- Number of sites: 5

Background

GAC Laser International Logistics (GAC Laser) is a proud South African company and one of the largest independent logistics business in the country, providing specialist and value-added services related to import and export clearing, forwarding and international trade.

Having offices in each of South Africa's major ports, GAC Laser serves more than 1,000 locations worldwide.

Challenge

Connect 5 Satellite Branches for Easier Communications & Collaboration

It's a comprehensive project to connect five satellite branches located across South Africa's major ports. Free inter-branch calls, easy direct-dialing, cooperate contacts, and more should be in place to improve cross-branch collaborations. Plus, the system should be easily deployed, scalable, and requires least administration to save workload on IT maintenance.

Monitor Road Drivers Availability Status and Make Calls Easy

It's dangerous when a truck driver picks up a call on the road; it's also trouble to dial a driver with a long and complex mobile number. The organization needed the capacity to know if a road driver is available for calling in real time, and the ability to keep drivers connected with mobile and remote extensions.

◐ Solution

With the help of Tytec—Yeastar channel partner in South Africa—5 Yeastar P550 PBX Systems were deployed on the organization's five satellite branches, together with 5 Vlocity SIP Trunks and hundreds of Yealink IP Phones. Thanks to Yeastar P-Series's intuitive web GUI and advanced IP Phone Auto Provisioning feature, the deployment was made effortless and straightforward with little technical expertise required.

" This is really a one-stop solution. It's so robust and powerful that our satellite branches and employees are tightly connected with such simple deployment. Now all our employees are included as part of the office communications system, no matter where they are, and the inter-office communications also become much easier. "

◐ Results and Benefit

✔ Tightened Teams with Easy, Free Dialing between Branches

Upon deployment, the five PBXs were interconnected remotely to enable free, single-plan dialing across all sites. The P-Series' robust extension directory, organizations, and native external contacts management features also made the contact finding a no-brainer.

✔ Enhanced Employee Mobility

With the Linkus UC Clients, road drivers can take their office extensions on the go and admins can easily check if a driver is available or not with rich and dynamic presence. Plus, the Linkus UC Clients also become the connection hub for road drivers and office personnel. In addition to checking the extension presence, they can now click to call a colleague, initiate 1:1 or group chats, share files, listen to voicemails, check call history and more—all only need a few taps or clicks right on the app.

✔ Easy to Use with No Administration Hassle

The system admin can easily monitor the real-time system running status (including CPU, Memory, SIP Trunk connectivity, event trends, etc.) with graphical dashboard. Whenever a failure occurs, the admin will be notified immediately by phone or email, as preferred. Better yet, the point-and-click configurations make changes easy. Adding or moving a user, checking call reports, setting up an IVR, and more…all can be done in minutes.

Revamped Call Center and Maximized Uptime for Italian Healthcare Center

POLIAMBULATORI
SAN GAETANO
MEDICINA SPECIALISTICA, ESTETICA, DIAGNOSTICA, FISIOTERAPIA

- Customer Name: Poliambulatorio San Gaetano
- Location: Italy
- Industry: Healthcare
- Product: 2 P560 PBX (Ultimate Plan)

🔵 Background

Poliambulatorio San Gaetano is a medium-sized medical clinic in the Vicenza area with more than 100 employees, 10 receptionists, and 4 offices.

Since the pandemic outbreak, the organization has witnessed a boom in their call center traffic. They were in urgent need of a new solution to handle over 2,000 daily incoming calls, simplify practice operations, increase staff mobility, and improve teamwork and patient care.

🔵 Challenge

A Phone System Fit for a Thriving Practice's Operations

As a 24×7 hotline, Poliambulatorio San Gaetano's reception center has a call traffic of around 2,000 calls per day, and each of them is urgent and important. To reduce call drops and improve patient experience, the new solution should be equipped with robust call center capability to streamline call routing and support mission-critical medical services. A solid redundancy solution should be also in place to ensure maximized phone system uptime in case of any unexpected failures.

Also, to connect over 100 doctors and nurses in and between the offices, and support regular healthcare tasks like PCPs (Multidisciplinary Consultation Meetings), employee mobility and video conferencing tools were indispensable.

Solution

With the help of Fonia SRL, Yeastar certified partner in Italy, Poliambulatori San Gaetano deployed two Yeastar P560 PBXs onsite (one as the primary server and the other as the hot standby server for system redundancy). The two P560 PBXs are enabled with the P-Series Ultimate Plan, which brings the additional features of Call Center, Remote Access Service, Video Conferencing, and more. In this project, Yeastar P560 interoperated well with the clinic's existing ISDN lines, SIP Trunks, Yealink IP Phones, Gigaset DECT System, and other peripheral devices.

Results and Benefit

Solid Call Center Services

Thanks to the PBX's built-in call center features—including self-service IVR, ACD Queuing, Queue Callback, Queue Panel, and more—streamlined call reception is achieved in the clinic.

The incoming calls are always directed to the most-appropriate reps with a mix of system-automated routing strategies and human-intervened visual call management. The call receptionists are put in complete control with real-time call volume, waiting calls, and more metrics visualized intuitively on the wall-board.

✓ Easy Remote Meetings

For regular healthcare tasks like PCPs, online meetings can get started in seconds without needing extra video conferencing software. With the PBX-integrated video conferencing feature, doctors can start a multi-party meeting right from the web browser. The equipped in-meeting screen sharing and team chat also make the team discussion and collaboration easier.

✓ Increased Mobility

With Yeastar Linkus Mobile Client (free unified communication app designed for Yeastar phone system users), doctors and nurses now can transform their mobile phones into office extensions and stay connected no matter where they are—on the road, at the office, even at home.

✓ Maximize System Uptime

The PBX Hot Standby solution ensures little-to-no system downtime for the clinic. In case of any PBX server failures, the downtime is kept to an absolute minimum (within seconds) and communications can continue to operate as usual. The failover is automatic and almost instantaneous.

Customer Story 4

Optimized Customer Services and Productivity for LON Bank

LON

- Customer Name: LON
- Location: Slovenia
- Industry: Financial Sector
- Product: P560 PBX (Enterprise Plan)

Background

LON is a fast, flexible, and employee-friendly bank that enables customers in the local environment to achieve their goals.

The key reason for LON's existence is the satisfaction of their customers, which means providing fast and efficient banking services, fulfilling the wishes of customers and their dreams and visions for the future. With values of "Trust, Cooperation, Responsibility, Great Performance" in mind, LON is always looking for ways to provide optimized customer services.

Challenge

On their way to digital banking, LON needed a modern phone system that could facilitate business communication without in-person deals. That required a robust call center with integrated CRM to build solid connections to all their customers.

Considered the particularity of banking, the phone system should also be highly secure to protect against potential attacks. At the same time, LON wanted to constantly improve their customer service, and they hoped they could collect customer feedbacks during phone calls to make targeted improvements.

After seeing the demo presentation, they decided to move to Yeastar right away.

🔵 Solution

With the help of T-2 d.o.o, Yeastar certified partner in Slovenia, the old phone system of LON d.d. was replaced with 1 Yeastar P560 PBX System with Enterprise Plan and robust communication security safeguard. The organization's existing CRM system was seamlessly connected to Yeastar P560 via AMI (Asterisk Manager Interface) and the P-Series PBX built-in Call Center Solution was also enabled, so the bank's personnel can easily handle incoming calls from 16 SIP Trunks and provide customer services with the best efficiency.

> "It's everything we need to get work done, with new levels of performance and security. The ideal mix of services and functionality not only make our customer services easier, but cut our communications costs by half! The results of the switch were noticeable right away. "

🔵 Results and Benefit

The migration to Yeastar P560 PBX System was proven perfect and LON d.d. has experienced a new level of efficiency in providing telephony customer services. The PBX's built-in Call Center solution not only brings all the required features—including intelligent call routing, wallboard, automatic queue callback—but also allows advanced SLA for admins to monitor their service level at ease. To automate the customer feedback collections, LON has enabled the PBX's queue call survey function at the end of phone calls, and the survey reports are generated automatically and emailed to the service center manager as scheduled.

For LON's call center agents, futile manual work is also reduced to a minimum. Thanks to the seamless PBX-CRM integration, agents no longer need to switch back and forth the CRM only to finding a customer's past service history. The CRM records will be matched and prompted up automatically to the agents when customers call.

> "With the Yeastar for CRM integration, we have found several ways to improve our workflows: click-to-dial, the screen-pop that brings up a caller's profile, and auto-logging, which keeps our agents from having to manually enter data into CRM after every call. "

Customer Story 5

CPA Chooses Yeastar over NEC and Avaya

CAJA POPULAR DE AHORROS

- Customer Name: CPA
- Location: Argentina
- Industry: Finance
- Product: Yeastar P560, Linkus UC Clients, 2 Yeastar TA810, Yeastar TA410

Yeastar Supports CPA's New Building with Advanced Communications

Caja Popular de Ahorros (CPA), has deployed NEC Central and Avaya in their offices for many years. Although the system is still in service, IT leader realizes outdated system can no longer meet up with their current needs and requirement. As their business has developed into a larger scale, what they are looking for is more than just a simple phone system. When inaugurating their new building in Tucuman, he seeks no more NEC and Avaya but opts for Yeastar to support advanced communications.

Background

Founded in 1915, Caja Popular de Ahorros (CPA) is a well-known insurance company in Argentina, setting up a head office and 27 branch offices throughout Tucuman and other provinces in the country. With 106 years of experience in insurance business, it has evolved into a leading organization that manages multiple business units including Gaming, ART, Insurance, Credit Cards and Personal Loans.

Challenge

With Yeastar's solution, CPA would like to respond to two major challenges in its new building. On the one hand, the internal communications should be smoothened and possible ways should be created to support 0800 operators to handle the calls when they are working from home. On the other hand, the supervision management team should be allowed to obtain metrics of the operators' effectiveness, including quality audit of customer service, call volumes and activities of each operator.

◖ Solution

With the help of Marcelo Dulac, the Argentina-based Yeastar's partner, 1 Yeastar P560, 2 TA810 Gateways, and 1 TA410 Gateway were deployed in CPA's new building as the backbone to support the entire phone system. One of the reasons that CPA chooses Yeastar is its proven interoperability with any third party analog or VoIP systems. In this project, Yeastar products interoperated well with analog trunks from Telecom Argentina Company, Fanvil IP Phones, speakers, and other third-party intercom devices.

With Yeastar products coordinated with 38 Fanvil X1SP, 4 Fanvil X4/G, and 1 Fanvil X210, the communications between CPA's two business units, Insurances and ART, are more instant and more effective than that of other offices. Linkus Mobile Client transforms the cell phones into office extensions, so the 0800 operates can handle the customers' calls when they are working from home. Thanks to the economical Call Center solution brought by Enterprise Plan of Yeastar P560, the Insurance and ART business units operates as two independent companies, auditing the effectiveness of customer service operators on their own.

Results and Benefit

- 📞 Easier and more productive internal communications

- 🎧 Flexible administration and management over operators

- 🖥️ Excellent mobility features and enhanced productivity

- 🔗 Proven interoperability with any third-party system

◖ What's Next

The IT leader in Caja Popular de Ahorros is highly satisfied with Yeastar's solution. With 27 branch offices across Argentina, he considers gradually replacing the outdated NEC and AVAYA system in the near future to keep all the offices integrated and interconnected. After verifying that Yeastar solution is stable and reliable, he takes the first step and is planning to replace the phone system in the Head Office with Yeastar's solution, where involves 500 extensions.

Customer Story 6

Spanish Hospital Achieves True Efficiency via Yeastar-Hikvision Solutions

PIUS HOSPITAL de Valls

- Customer Name: Pius Hospital de Valls
- Founded: since the 13th century
- Location: Spain
- Industry: Healthcare
- Staff: 500+
- Product: Yeastar P560, Ultimate Plan

Background

The history of Pius Hospital de Valls dates back to the 13th century when it collected the heritage of the existing hospitals at that time. Since its inauguration on November 1, 1990, the current hospital has established itself as a benchmark in Valls area near Barcelona, delivering quality healthcare and social services to the community. Not only that, this modern hospital utilizes the latest technologies and telemedicine strategies, and develops a strong teaching character based on the collaboration with the Rovira and Virgili University.

Challenge

Safety and security are always the first priority for hospitals, and the Pius Hospital de Valls is not an exception. The hospital wanted to be equipped with video door phones across different departments to build an ultimate safe environment for its patients. When taking the project of Pius Hospital de Valls, Securimport Technology S.L., the official distributor of Hikvision products, realized this solution would never happen because the hospital's existing Panasonic Analog PBX didn't evolve the VoIP technology and could not be connected with the Hikvision SIP video door phones.

Securimport Technology S.L. compared major PBX vendors and chose Yeastar because of its advanced VoIP technology and the role of the official technology partner for Hikvision. They rest assured with Yeastar's ultimate quality and supreme reliability as well as excellent interoperability with Hikvision Video Door Phones.

🔵 Solution

With the implementation of one Yeastar P560 with Ultimate Plan license, the Pius Hospital de Valls achieves true efficiency with anywhere-anytime remote intercom and secure public access control. With each Hikvision door station registered as regular Yeastar PBX extension, the hospital staff can efficiently manage and control the video outdoor stations remotely and efficiently without leaving their working table.

On the first stage of the project, the calls from 3 video outdoor stations will be received on 15 extensions. With all the 23 video door phones deployed on the final stage, about 70 extensions will receive the calls. The security guard, the front desk, and professionals can answer the video calls from the visitors and remotely control the door via their IP phones, Linkus Web Client, Linkus Mobile Client and Linkus Desktop Client.

Yeastar Brings Full Confidence to Hikvision Partners in Delivering Intercom-Telephony Solutions

Pablo Molina, Technician, Securimport Technology S.L.

SECURimport
Mayoristas de Sistemas de Seguridad

" This is an important project for our company because it is the first one that we are going to use Yeastar and Hikvision products together. The customer's efficiency gained in this project has given us more confidence in offering the solutions to customers alike. "

🔵 Looking Ahead: Panasonic Alternative Opportunity for Yeastar

The high performing Yeastar PBX System introduces the advanced VoIP technology into Pius Hospital de Valls and realizes the perfect integration with Hikvision SIP video door phone so the staff can remotely control and manage the door stations.

Looking ahead and beyond, Yeastar may replace the Panasonic PBX to unleash the true potential of VoIP technology, so the hospital staff can collaborate and communicate with each other anywhere anytime via Linkus UC Clients, the front desk can take the advantage of operator panel to dispatch the incoming calls, the support team can utilize the call center solution to optimize service productivity and boost customer satisfaction.

Yeastar

About Yeastar P-Series PBX System

Yeastar has helped tens of thousands of businesses achieve better internal and customer-facing communications in an easy, pleasant, and innovative way. From heightened productivity, mobility, reliability, and scalability, to reduced system administration and communication costs, Yeastar provides targeted unified communications solutions and go beyond.

Get a Trial

Contact Us

🌐 www.yeastar.com

✉ sales@yeastar.com

📞 +86-592-5503309

Follow Us

Yeastar helps businesses realize digital values by making communications and workplace solutions easily accessible from ownership and adoption to daily usage and management. Yeastar has established itself as a leading provider of UC solutions with a global partner network and over 350,000 customers worldwide. Committed to delivering the right technology to value-oriented businesses, Yeastar offers products and services for UC&C, workplace scheduling, and hybrid workplace to enable them to win in the modern digital world.