

South Africa's Municipal Energy Utility Embraces VoIP Communications with Yeostar

Government Agency

Switched from Avaya

Cost Reduction



City Power



HQ:
South Africa



Employee:
2,000+



Branch:
10+




Website:
citypower.co.za




Background

City Power is one of Africa's largest municipal energy utilities, driven by a clear mission: to build, operate, and maintain an extensive electricity distribution network that ensures a sustainable power supply to the residents of the City of **Johannesburg**.

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Challenges

• Aging Avaya system

City Power uses a 20-year-old Avaya system for all internal communication. As time passes, it has become increasingly difficult and costly to maintain due to the aging analog architecture.

• Frequent system downtimes

City Power also faces frequent system downtimes caused by the outdated Avaya system. These recurring disruptions have created major obstacles for the company's operations.

• Expensive call charges

With over 2,000 employees dispersed across 10 branches, City Power engages in numerous inter-branch calls daily. However, the analog architecture has caused substantial charges, further burdening the company's communication costs.

Solution

After conducting a comprehensive evaluation and testing of various unified communications as a service (UCaaS) solutions available, City Power decided to implement Yeastar, specifically the **P-Series Software Edition (Ultimate Plan)**.

Due to their government-owned status and security considerations, City Power opted to **deploy the P-Series on Dell servers** in combination with multiple Yeastar VoIP gateways.

Feature Highlights



Linkus UC Clients



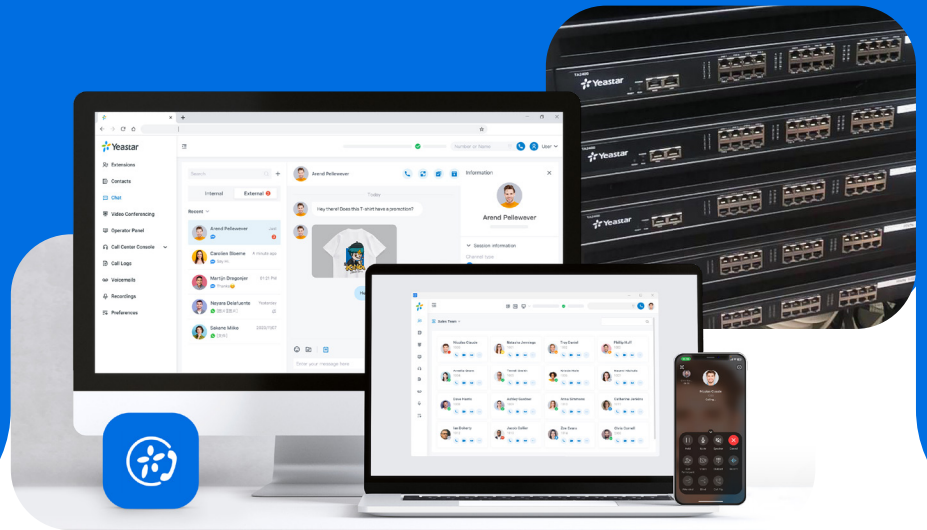
Call Center Console



Call Reports



API



Results and Benefits

✓ A satisfactory transition to VoIP

Since transitioning to Yeastar, City Power has experienced a remarkable improvement in communication efficiency, seamlessly transitioning from analog to a self-hosted solution and embracing the era of VoIP communications.

✓ One interface, amplified productivity

City Power appreciates the exceptional system openness offered by Yeastar. Leveraging the API capabilities, it seamlessly integrates its CRM with the P-Series, enabling streamlined workflows and optimizing operations within its 200-seat call center.

✓ Huge boost to staff mobility

City Power is also amazed by Yeastar's ease of use. Linkus UC Clients has brought tremendous mobility to their staff across branches, allowing them to stay connected anywhere anytime. Communication expenses have been significantly slashed as well.

✓ Easier data-driven decision making

City Power's management is highly impressed with Yeastar's reporting capabilities, which not only allow for graphical representation of data but also provide enhanced visibility into call activities and service levels.