

Thai Government Agency Unlocks Enhanced Communication Flexibility with Yeostar

Government Agency

Switched from Cisco

Microsoft Teams



สำนักงานคณะกรรมการอาหารและยา
Food and Drug Administration

FDA Thai



HQ:
Thailand



Employee:
900+



Website:
fda.moph.go.th



Product:
P-Series Software Edition



Background

The Food and Drug Administration Thailand (FDA Thai) is a government agency with a status equivalent to the Department of the Ministry of Public Health of Thailand. It's the main organization in protecting consumers and promoting entrepreneurs in health products for the good health of the people.

Challenges

FDA Thai initially relied on a Cisco system for their communication needs. However, as their requirements grew and changed over time, they realized that **the Cisco system didn't offer the flexibility to connect different endpoint protocols**. This prompted FDA Thai to make the decision to upgrade to an IP PBX system.

Solution

After exploring multiple options, FDA Thai ultimately selected Yeastar as their communication solution provider and installed the **P-Series Software Edition**. The deciding factor was because of Yeastar's excellent compatibility with analog and E1 trunks, as well as a wide range of SIP devices, which perfectly aligned with FDA Thai's requirements.

Feature Highlights



Remote Access Service



Microsoft Teams Integration



IP Phone Auto-Provisioning



Results and Benefits

✓ Seamless connectivity

FDA Thai selected Yeastar primarily because of the **robust interoperability** offered by the solution. Yeastar enables seamless connectivity with various SIP devices and IP phones, as well as PSTN, E1/T1/PRI, ISDN BRI, and analog phones via Yeastar VoIP Gateways. Additionally, FAD Thai also integrates Yeastar Linkus with **Microsoft Teams** to enhance internal communication efficiency.

✓ Flexible remote solution

FDA Thai highly values Yeastar's **Remote Access Service** for its ability to centralize the management of remote staff and ensure **secure** control over remote access. **Linkus Mobile Client** has also made it easier for on-the-go staff to stay connected and collaborate seamlessly.

✓ Easy to use and deploy

With the assistance of Yeastar's **Auto-provisioning** feature, FDA Thai effortlessly configures their 500+ IP phones using pre-established templates within the P-Series. The **user-friendly interface** design by Yeastar brings benefits to both employees and administrators alike.