Customer Success Story

Residence Les Marronniers Reap Huge Gains in Reliability and Cost-effectiveness With Yeastar

Customer Basic Information

Customer Name: Residence Les Marronniers
Location: Canada
Industry: Hospitality
Products:
Yeastar FXS VoIP Gateway
Yeastar TE VoIP Gateway

Background

Residence Les Marronniers is the single largest senior residence in Canada, servicing over 1300 apartments on one single property. It offers one-stop superior services including exercise room, library, convenience store, pharmacy, bank, etc. for quality elderly living, and provides its tenants with enhanced ease and security with extremely reliable IT services. With the evolution of its business, more apartments will be constructed to accommodate new tenants and the IT services need to be flexibly expanded as well.

Challenge

In Residence Les Marronniers, each department has to be equipped with analog phone services because all new tenants expect to re-use their own analog phones in their apartments. At the same time, 14 door phones, 5 PRI lines and 30 SIP trunks and a high volume of concurrent VoIP to PSTN calls need to be supported cost-effectively as well. All of the above make the deployment of the whole project not an easy task. Fortunately, Yeastar VoIP Gateways were there to help.

Solution

In business since 1986, CDS Communications Group has been providing telephony business solutions to enterprises in various vertical markets. Taking high reliability and cost-effectiveness into consideration, they chose Yeastar VoIP Gateways over the other brands to support the requirement for mass FXS, PRI and SIP trunks connectivity in Residence Les Marronniers. With the deployment of 63 Yeastar TA2400 FXS VoIP Gateways and 3 Yeastar TE200 VoIP Gateways, the complex analog services, PRI lines and SIP trunks work seamlessly to provide better communications and security services for senior residents.

Results and Benefits

Easy to Install and Manage

Yeastar VoIP Gateways support simple and intuitive web-based configuration which saves installation and deployment loads of time. This makes relief of burden, especially when deploying 66 units of Yeastar VoIP Gateway to connect analog phones, 14 door phones, 5 PRI lines and 30 SIP trunks in a very short time. All tasks can be realized by only a few clicks to integrate all of these analog endpoints into an IP-based network. With plug-and-play capabilities t and almost no requirement for expert technical knowledge, each tenant move in can use their own home phones right away.

Reliability

Guest experience first. Imagine the disasters that residents' living experience is impacted to a large extent by the terrible IT services that broke down now and then. For the hospitality industry, reliability is one of the top considerations when deploying IT services. This is also an important factor why Yeastar is a preferable option. Stable with advanced hardware and software architecture, Yeastar VoIP Gateways enhance better customer experience with the deployment of a reliable and carrier-grade voice call to provide top-quality call experience for all the residents and professionals.

Cost-effectivity

Residence Les Marronniers was to be equipped with VoIP Gateways in mass quantity to support its large amount of analog devices and concurrent calls. So cost management matters a lot. Boasting a high price-performance ratio, Yeastar VoIP Gateways can support flexible and rich analog interfaces that can be connected to any analog devices, PRI lines and SIP Trunks. Residence Les Marronniers gained a huge reduction in this mass deployment, and was allowed to connect to as many as 24 analog devices in one Yeastar TA2400 VoIP Gateway and support as many as 2 E1 PRI lines and 60 concurrent calls.

High Compatibility

Deploying the IT services for Residence Les Marronniers involved different brands of analog phones, and a bunch of door phones, PRI lines and SIP Trunks. It's important to locate one brand of VoIP Gateways that can work easily and seamlessly with all of the above analog devices and complicated lines. Yeastar VoIP Gateways stood out with high compatibility with any analog devices and any phone lines like PRI lines and SIP trunks of any brands. As the business expands, future deployment of any analog and SIP devices in Residence Les Marronniers can also be easily added. They just built another building with 273 apartments with flexibly adaptable IT services.