Yeastar

SGS Thailand Boosts Communication Efficiency and Staff Mobility with Yeastar

Testing, Inspection, and Certification   Switched from Avaya

Microsoft 365

SGS Thailand

HQ:
Thailand

Employee:
98,000 (Global)

Office and Lab:
2,650+

Website:
sgs.com

Background

SGS the world's leading testing, inspection, and certification company. It's recognized as the global benchmark for sustainability, quality, and integrity. With over 98,000 employees operating across a network of 2,650 offices and laboratories, SGS strives to enable a better, safer, and more interconnected world.

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Challenges

- **Outdated Avaya infrastructure**

  SGS Thailand, with 600 staff members, had relied on an Avaya legacy system for internal communication. However, as the company expanded, it became apparent that this system couldn't meet their growing communication needs.

- **Limited communication access when off-site**

  Whenever employees worked from home or on business trips, they only had limited access to internal resources, which severely impaired communication efficiency. The lack of flexibility for remote working also compelled SGS Thailand to seek a modern solution.

- **Difficult to use and manage**

  As time passed, the outdated infrastructure became difficult to run and maintain. The non-user-friendly system interface and sluggish tech support also presented additional obstacles for both users and system administrators in SGS Thailand.

Solution

After deep evaluation, SGS Thailand decided to migrate to Yeastar. They believe that the **P-Series Software Edition** is the right fit because it has sufficient scalability to support their present extension base as well as any potential growth the company may have in the future.
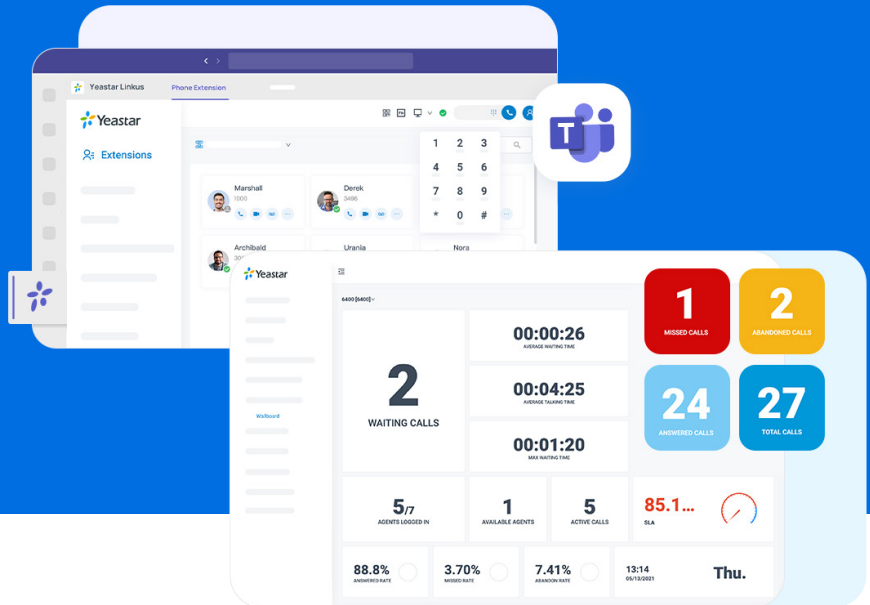
Feature Highlights

Yeastar Linkus for Teams

Call Center Console

Microsoft 365 integration

Results and Benefits

✓ A more agile workforce

Yeastar's remote working solution and Linkus UC Clients have helped SGS Thailand build a more agile workforce. Employees can now work from anywhere without restriction. Thanks to Yeastar Linkus for Teams, collaborating with other branches has also become a breeze.

✓ Streamlined user management

SGS Thailand is highly impressed with the robust features offered by Yeastar, particularly the Microsoft 365 integration. The ability to create new extensions effortlessly via Single Sign-on using Microsoft Azure Active Directory has been a game-changer for them. This streamlined integration simplifies the process and enhances overall efficiency for SGS Thailand.

✓ A more interconnected communication network

After transitioning to Yeastar, SGS Thailand experiences a remarkable enhancement in the efficiency of their day-to-day communication. The migration not only strengthens their communication network but also fosters greater connectivity, aligning perfectly with their mission of enabling a better, safer, and more interconnected world.