Fortune 500 Company ByteDance Chooses Yeastar

ByteDance

ByteDance

Headquarter:
Beijing, China

Industry:
IT, Internet, Software & Services

Solution Highlights:
Global Connectivity, Custom Development Support

Background

ByteDance, known as the owner of the short video app TikTok and many other innovative products and services, boasts 210 offices in China and 269 offices globally.

As a global company, ByteDance strives to establish a collaborative, flexible and effective working environment, even across geographically dispersed locations.

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Challenges and Objectives

ByteDance relies on its in-house collaboration platform called "Lark" for internal communication. However, Lark lacks the capability to connect with external phone lines provided by telecom operators. Consequently, employees have to use personal phone numbers to communicate with external parties, resulting in increased communication costs and potential risks to the security of company data.

To address these challenges, ByteDance aims to deploy a new phone system that meets the following requirements:

- Support global remote working. Enable anywhere-anytime connectivity for employees with true one number reach.

- Provide a full list of enterprise-grade telephony and UC features.

- Connect global sites. Realize seamless and free internal communications.

- Enable integration with Lark to streamline user identity management, enabling user sync between the two systems and automate extension assignment.
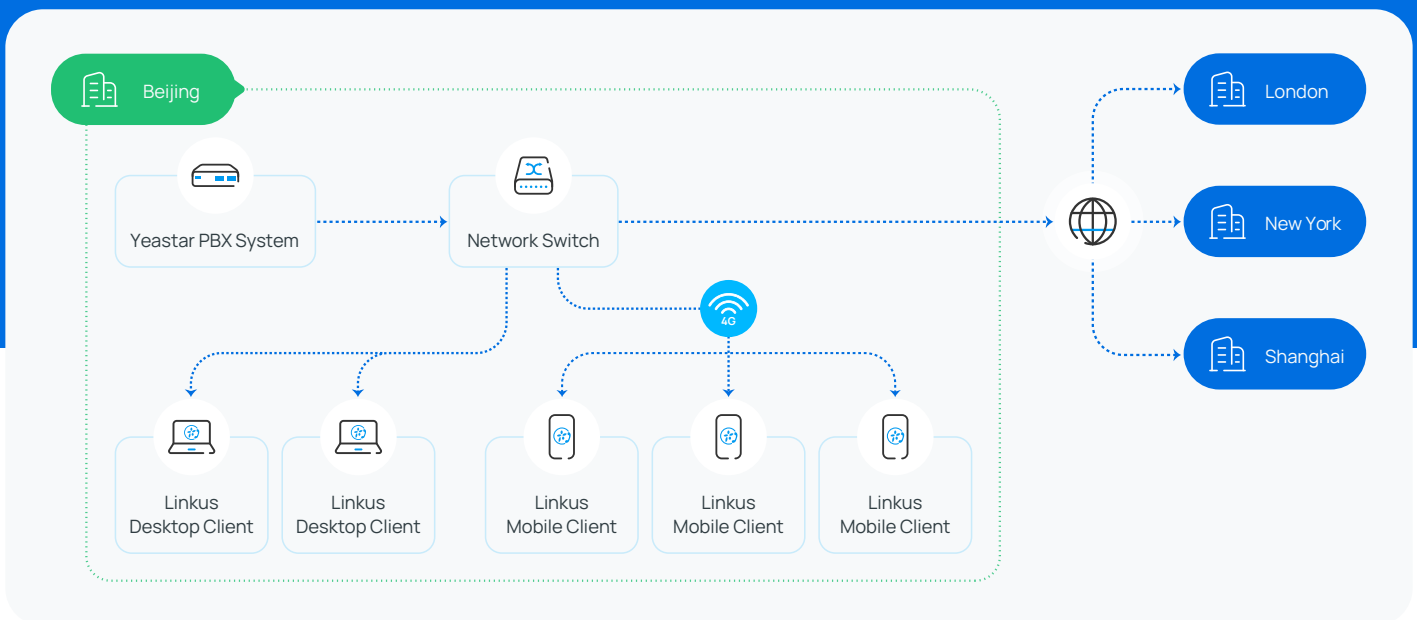
Solution

ByteDance chose Yeastar Phone System over Avaya, Cisco, and other competitors due to its demonstrated performance, reliability, and most importantly, Yeastar's leading capabilities in building custom integrations. The system migration and new deployment were completed in hours to minimize the offset.

In the server room:

- Yeaster phone system connected with company's existing infrastructure, including SIP trunks, IP phones, gateways, and more, and integrated with Lark through PBX's inbuilt open APIs.

In the office area:

- Linkus Desktop & Mobile Clients for employees to handle all daily telephony communications and connect with remote teams in one simple app.

Results and Benefits

✓ Better Employ Mobility & Efficient Communication

With its compatibility with mobile devices, Linkus ensures uninterrupted connectivity for ByteDance employees. This allows them to address urgent matters promptly from their smartphones. The feature-rich Linkus empowers staff to effortlessly manage and control calls. Linkus's integrated chat and conference features facilitate prompt feedback and collaboration, whether in one-on-one or group discussions. Employees in different office locations can seamlessly cooperate without the limitations of distance, ensuring smooth communication throughout the organization.

✓ Integration with API & Efficient System Management

The built-in Yeastar API feature allows ByteDance to access PBX's core features and integrate them into the Lark platform. Without having to re-key common user information, new PBX extensions can be automatically created within Lark. The integration offers the opportunity for customized functions, catering to the future communication needs of ByteDance.