

# How a South African Municipality Secures its First-ever Software PBX Migration




- Organization: George Municipality
- Headquarter: Western Cape, South Africa
- Employee: 1,500 at over 5 Locations
- Industry: Government Organization



## Background

George Municipality is the third most populated municipality in the Western Cape Province of South Africa and is a sought-after tourism, lifestyle, business, and investment destination.

The municipality offers essential services to 212,120 people from 62,722 households. With solid governance, George Municipality has seen significant growth over the past two decades.

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## Challenges and Objectives

### • Complicated System Management

George Municipality has over 1,500 employees and multiple sites spread throughout the city. With the existing Samsung system, they have been plagued by complicated system management, intensive call routing, and high line rental costs.

### • Bad Inter-Branch Connectivity

They had one central system that linked with other branch PBXs and distributed calls. However, some of the branch offices are located in relatively remote areas, so it was difficult to communicate with each another.

### • Better Mobility and Remote Access

User access was also restricted and there was little mobility. Employees had to stay in their offices in order to use the office phones, which had exerted a severe impact on their daily operations, especially during the pandemic.



## Solution

After a thorough examination of the above challenges, Daisy Solutions, Yeastar's certified reseller in South Africa, has successfully helped George Municipality migrate to **Yeastar P-Series PBX System Software Edition**. The new wireless solution needs fewer analog lines and less maintenance while still allowing them to manage all extensions centrally.

Even though this is the first time that George Municipality has ever used a virtual PBX, the whole experience has been easy and straightforward. The graphical user interface empowers both the staff and administrators to navigate the system effortlessly without any additional training.

## Results and Benefits

- **Easy System Management**

With Yeastar P-Series, system management is now a breeze. The web GUI is simple to use, and numbers can be ported to a single trunk, helping to ditch the intensive call routing and also save on line rentals.

- **Better Employee Mobility**

George Municipality now enjoys better mobility thanks to Linkus Mobile Client. Extension statuses can be checked anytime, and remote staff can still use the office number on the go or outside of the office.

- **Secure Remote Access**

Yeastar P-Series helps enable remote access and management without port forwarding. Today, the staff has private and instant remote access while the admins have full remote control over the systems.

- **A Future-Proof Solution**

Built upon the PBX-Plus-More philosophy, Yeastar P-Series PBX System can perfectly suit the needs if George Municipality ever needs to establish a call center or use the video conferencing in the near future.

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*Yeastar has managed to give us more than the client's requirements, and we're supposed to pick a solution to them that would grow with them. So, Yeastar's future-proofness is one of the major selling points to our client.*

**Dion Rungan**

Technical Director,  
Daisy Solutions