

# GMA Saved \$270,000 Annually with Yeostar



- Customer Name: Municipality of Greater Amman
- Location: Jordan
- Industry: Government
- Product: 2 P570 PBX with Enterprise Plan, 4 K2 IP-PBX, and 138 TA FXS Gateways
- Number of sites: 100+ sites across the country



## Background

The Municipality of Greater Amman, the capital of Jordan, is a financially independent national organization (a municipality in all aspects) established to make the city a better place.

Serving a city population of over 4 million and 22 administrative areas, the organization currently has over 500 employees and over 100 distributed offices handling municipal tasks on environmental, health, organizational, and infrastructure dimensions

## Challenge

GAM used to deploy separate phone systems on different sites – proprietary PBXs from Panasonic, NEC, Alcatel, Multitk, and Avaya, yet the complex, disconnected telephony network left little space for flexibility and was starting to affect the level of service. It was incredibly expensive to scale and the IT administration is solely dependent on proprietary PBX vendor support. The organization was seeking for a future-proof solution upgrade that could bring in new features and help the organization get rid of a mix of \$270,000 annual expenses on PBX maintenance and licensing fees.

They need to connect distributed employees from over 100 sites and reserve existing infrastructure wherever possible. Plus, the new system should have a solid call center plan to support hundreds of call agents, and keep up with the changing workplace dynamic, so calls can be handled from anywhere with the best operational efficiency

## Solution

As a public institution, GAM was required to solicit proposals from multiple vendors. And Yeastar won the RFP on all counts: functionality, ease of use, flexibility, and cost.

With the help of GTTCO, the Jordan-based Yeastar Distributor, a complete Yeastar UC solution of two P570 PBX (with Enterprise Plan subscribed), four K2 IP-PBX, together with 134 Yeastar TA FXS Gateways were successfully deployed to on GAM's dispersed offices to build a connected communications network. Upon deployment, the organization's 500 Yealink IP phones were automatically provisioned and its IT teams quickly took control. In addition, as Yeastar P-Series and K2 IP-PBX are open standard PBX, they can be easily integrated with the organization's other infrastructure, and GAM personnel didn't need any additional training or support to use their new, intuitive telephony solution.

## Results and Benefit

As well as cost savings, more seamless communications across all locations, and integration with existing infrastructure, GAM found that communications were made unified and much easier. The mobility of the city personnel was increased dramatically thanks to Yeastar Linkus UC Clients (web and mobile softphone applications) and the Remote Access Service of Yeastar P-Series PBX System.

Simultaneously, with rich robust call center features included in the P-Series Enterprise Plan, GAM was able to roll out a new call center service in a day without deploying a separate call center system. The equipped call center panel, wallboard, SLA, agent performance reports, and alike functionalities were there to power agents and fulfill all administrative demands.



Connected 100 sites with free internal calls and easy direct dial across sites.



Revamped employee networking & efficiency with Linkus UC Clients, Call Center, and more.



Easy administration with intuitive web GUI and granular user permission control.



Incredible savings on affiliated licensing fees and system maintenance.



Initially, the city had all these different systems and now we have Yeastar for all. It helped us connect all sites and cut communications expenses dramatically. With all the features and easy administration, we'll now have more resources to serve the city and people.”