

How a Polish Building Management Firm Enters a Whole New World of Communication




- Organization: ZBM-TBS Zabrze
- Headquarter: Zabrze, Poland
- Employee: 150 at 4 branches
- Industry: Residential Building Management



Background

ZBM-TBS Zabrze is the municipal residential buildings management office in the city of Zabrze, Poland, and one of the largest companies of this type in the country. Located in a 4-story office building, the company has 4 branches spread through various districts of Zabrze. It mainly deals with modern housing estate development, property management and administration, apartment rentals, and renovations.

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Challenges and Objectives

• Zero Interbranch Connectivity

There was zero connection established between the headquarter and the four branch offices, and the staff couldn't get hold of one another whenever interbranch communication is required. The issue harmed the company's daily operations and needed to be fixed urgently.

• Bad Employee Mobility

Employees lose contact every time they move around the four-story building or leave the office. The company had been plagued by this issue for a very long time and was in need of a more flexible solution to set things right.

• Replace the 30-year-old Panasonic

The company was using a Panasonic legacy system for the past 30 years. After it was announced as discontinued, the company realized it was time to migrate to a modern UC solution to connect the distributed teams and optimize work efficiency.



Solution

After a deep probe into the customer's situation, FICEK ANNA, Yeastar's certified distributor in Poland, successfully helped the customer migrate from Panasonic to **Yeastar P560 (Enterprise Plan)**.

At the very beginning, the customer operated Yeastar in parallel with the old Panasonic system for a month and gave it a trial run. The flexibility, ease of use, and the broad range of features were the primary selling points to the customer after experiencing Yeastar in person. Adopting the new Yeastar solution for a year, everything works like a charm and once again proves to be the right decision made.

Results and Benefits

- **Enter a New World of Communication**

The installation of the Yeastar P560 has completely changed the way ZBM-TBS handled communication and connection before. They're impressed by its flexibility, intuitive web GUI, simple system management, and cost-effectiveness.

- **Effortless System Configuration**

Transitioning from Panasonic to Yeastar P-Series has turned out to be frictionless. It does not require any additional training and all the peripheral devices such as Gigaset DECT phones, can be easily registered thanks to Yeastar's Auto-Provisioning feature.

- **A More Dynamic Workforce**

Linkus Mobile Client and DECT phones have greatly contributed to the increase in employee mobility at ZBM-TBS. Employees between branches can check the real-time status of their colleagues or dial their extension, which also helps save costs.

- **Service Level Significantly Improves**

Of all the powerful features offered by Yeastar P-Series, the customer mostly appreciates IVR, Queue, Call Recording, and Call Reports. As a result, the company's daily communications have been improved.

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The biggest advantage of the Yeastar P-Series PBX System is the fact that it comes with three variants, together with a whole series of gateways. The more familiar we are with Yeastar P-Series, the more we find the solutions attractive.

Adam Ficek
Product Manager,
FICEK ANNA