



Yeastar P-Series PBX System Customer Stories

The Yeahs Awards 2022 Edition



Foreword

About the Yeahs Awards 2022

The Yeastar Yeahs Awards recognize partner success and celebrate outstanding achievements in customer excellence in Yeastar products and solutions.

The winners' stories in these pages demonstrate how Yeastar P-Series PBX System works as the right technology to help future-proof customers' communication experience, improve work efficiency, and adapt to the ever-changing world of work.



Contents



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

- Industry: Government Organization
- Solution: Yeastar P-Series PBX System [Software Edition](#)
- Case Submitted by: Daisy Solutions



How a French Brokerage Firm Restores Confidence in Cloud-Based Communications

- Industry: Financial Service
- Solution: Yeastar P-Series PBX System [Software Edition](#)
- Case Submitted by: EDGEMEGA



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

- Industry: Real Estate Management
- Solution: Yeastar P-Series PBX System [Appliance Edition](#)
- Case Submitted by: FICEK ANNA



How an Italian University Facilitates Remote Working While Ensuring Data Security

- Industry: Education
 - Solution: Yeastar P-Series PBX System [Appliance Edition](#)
 - Case Submitted by: Telcom Sistemi Srls
-

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.

 www.yeastar.com

 sales@yeastar.com

 +86-592-5503309

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.

“

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

How a French Brokerage Firm Restores Confidence in Cloud-Based Communications




GROUPE RODIN
pensez votre épargne

- Organization: The Rodin Group
- Headquarter: Boulogne Billancourt, France
- Employee: Over 800
- Industry: Financial Service



Background

The Rodin Group is an independent brokerage firm in France that offers personalized savings, retirement, and insurance solutions to customers. Founded in 2013, the company now has 700 employees and has served 26,000 clients with over 20 years of experience in the industry. It is dedicated to putting an end to the difficulty of obtaining clear and relevant information to manage one's assets.

 www.yeastar.com

 sales@yeastar.com

 +86-592-5503309

Challenges and Objectives

• Record Calls Under GDPR

Considering the specificity of the finance industry, the Rodin Group has a high demand for call recording. Therefore, the new solution must allow them to record calls for a long duration and most importantly, under GDPR.

• Elasticity and Stability

With exponential growth in the Rodin Group's staff and services, it was imminent for the company to find a solution that can cater to current and future needs without sacrificing any modern telephony feature. Most of all with an availability grade of 99.99%.

• High System Capacity

Having hundreds of extensions and DID numbers, the Rodin Group needs a system that empowers them to handle and manage the fleet of phones flexibly and easily. It also asked for a blacklist with 100,000 entries.



Solution

After careful consideration of the client's requirement, EDGEMEGA, Yeastar's certified reseller in France, proposed **Yeastar P-Series PBX System Software Edition (deployed in the Cloud)** with an Enterprise Plan as the solution for it is the best fit that can meet and exceed the client's current and future needs.

EDGEMAGA assisted the client to deploy Yeastar P-Series PBX in their data center. The migration process only took less than 1 hour with a minimum impact on the client's operation. The Rodin Group is extremely impressed and very happy with the new Yeastar solution, mostly for its modernity, ease of use, fast deployment, and intuitive web GUI.

Results and Benefits

- **A Futuristic UC Solution**

Adopting Yeastar P-Series Software PBX provides the Rodin Group with a high-quality voice, video, and collaboration solution over a single network. Thanks to Linkus Web Client, the staff now have their own user space to manage calls and offer personalized financial services to customers. Call recording can be easily done with strict compliance with GDPR.

- **Boosted Work Efficiency**

The Rodin Group has set up 800 extensions and over 700+ DID numbers in the end. Despite the size, Yeastar P-Series has provided them with high system stability and easy call management. Now that the system is hassle-free, the resources are allocated to more productive areas. The company also benefits considerably from CRM integration to better maintain customer relationships.

- **Beyond-expectation Customer Experience**

In addition to the less-than-one-hour system migration, the Rodin Group is impressed by the speed and availability of Yeastar technical support. Yeastar has also tailor-made two add-on features specially requested by the Rodin Group to help them drive better business results.

“

The client has chosen Yeastar over Avaya and other brands because Yeastar remains ahead with the essentials that the client was asking for. From our experience, the P-series was the solution of a client that tried many cloud IPPBX solutions with little or no satisfaction. We strongly recommend P-series for corporations seeking high-quality and available communication systems.

Toufic Khreish

Business Development Manager,
EDGEMEGA

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.

 www.yeastar.com

 sales@yeastar.com

 +86-592-5503309

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.

“

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

How an Italian University Facilitates Remote Working While Ensuring Data Security




Università degli Studi
Guglielmo Marconi

- Organization: Guglielmo Marconi University
- Headquarter: Rome, Italy
- Employee: 300 at 3 Sites Nationwide
- Industry: Education



Background

Founded in 2004, Guglielmo Marconi University is the first Italian Open University officially recognized by the Italian Ministry of Education. Located in Rome, Italy, it has three sites spread throughout the city and over 10 branches worldwide with 22,000 alumni. The University's mission is to grant academic excellence and innovation and provide students with tailored, high-quality learning opportunities.

 www.yeastar.com

 sales@yeastar.com

 +86-592-5503309

Challenges and Objectives

• Ensure Remote Team Productivity

At the height of the pandemic, it occurred to Guglielmo Marconi University that they needed a higher-level solution to connect the geographically dispersed faculty team of 300 staff and ensure that they'd have access to the resources while working from home.

• A System with High Interoperability

Guglielmo Marconi University is using HubSpot CRM to handle student inquiries, manage student admissions lifecycle, build alumni relations, etc. Thus, the ability to integrate seamlessly with their HubSpot CRM is a must-have feature for the new solution.

• Offer Responsive Service to Students

Despite working from home, answering all student calls and offering them timely assistance was crucial. Especially during peak seasons, such as enrollment and exam periods. The University will need a full-featured call center solution to address the high demand.



Solution

After consulting Telcom Sistemi Srls, Yeastar's certified reseller in Italy, Guglielmo Marconi University chose Yeastar P-Series PBX System for ticking all the boxes in one solution. **Two Yeastar P570 (Ultimate Plan)**, four D30 Modules, four EX30 expansion boards, and around 250 Yealink IP phones have been deployed as the final solution.

They're more than satisfied with its new Yeastar solution. Not only does Yeastar integrate seamlessly with HubSpot CRM, but the graphical user interface is also intuitive and straightforward, empowering the faculty to navigate the system effortlessly without any additional training.

Results and Benefits

• Remote Working Made Easy

Yeastar's Remote Access Solution satisfies the University's need to safely offer remote access to its 300 remote-working staff. Thanks to the Yeastar-supplied domain name, they can initiate remote connections easily with just a few clicks, thus providing the team with consistent unified communications experiences while working from home.

• Flexible Call Management

Yeastar's call center solution saves Guglielmo Marconi University from looking for a third-party call center. It offers a broad range of features, such as IVR, Wallboard, Operator Panel, CDR, etc., ensuring the faculty can handle calls flexibly and provide students with timely assistance even when working from home.

• Streamlined Administrative Efficiency

HubSpot-Yeastar integration has enhanced the whole user experience for the University's remote staff. Together with Yeastar Linkus for Google, the faculty can now enjoy Click-to-Call, Call Popup, Contact Sync, and more useful features to streamline administrative efficiency.

“

Establishing remote connections for a 300-staff team was challenging when the customer first approached us, but they were very satisfied with the choice. Not only for the product itself but also for the speed and availability of the technical service.

Mauro Stella

Business Owner,
Telcom Sistemi Srls

About P-Series PBX System



Yeastar P-Series PBX System is a “PBX Plus More” product that allows businesses to have uninterrupted communications at all times in a fully-fledged system. Available in the Appliance, Software, and Cloud Edition, P-Series provides flexible deployment options, allowing you to have it sited on-premises or in the cloud.

Balancing costs and future growth, it requires a lower total cost of ownership, less training, and fewer management efforts, whether making a phone system transition or starting from the ground up.

>>>> [Need a Free Trial?](#)

[Get Started](#) ↗



Yeastar helps businesses realize digital values by making communications and workplace solutions easily accessible from ownership and adoption to daily usage and management. Yeastar has established itself as a leading provider of UC solutions with a global partner network and over 350,000 customers worldwide. Committed to delivering the right technology to value-oriented businesses, Yeastar offers products and services for UC&C, workplace scheduling, and hybrid workplace to enable them to win in the modern digital world.