

Customer Success Story

Yeastar Provides Fundación Huésped with Communications Continuity and Remote Working Capability



FUNDACIÓN
HUÉSPED

Miembro de la Coalición
Internacional de Sida 

- Customer Name: Fundación Huésped
- Location: Argentina
- Industry: Healthcare, Non-profit
- Products: Yeastar S100, Linkus UC Clients



383K
Fans



128K
Fans



127K
Fans

— Background

Founded in 1989, Fundación Huésped is a leading non-profit organization with regional and international projection as a benchmark in the areas of public health from a human rights perspective focused on HIV / AIDS, other communicable diseases and sexual and reproductive health. In 2021, Fundación Huésped works with the Government to fight the COVID-19 virus. Its Scientific Director, Pedro Cahn, is responsible to verify and apply the CanSino vaccines in Argentina.

— Fundación Huésped Needs Communication Continuity and Remote Working Urgently

The COVID-19 pandemic has changed the world utterly, and affects the communications and connectivity between people. The pandemic brought communications paralysis to Fundación Huésped without any exception. This organization was unable to provide timely telephone and on-site service to the community, which was the first time since 1992.

— Challenge

Due to COVID-19, the great majority of the personnel started to work in home-office mode for social distancing and had no access to their office phones. The on-site service was impossible and people had to consult in a virtual way through the phone number and 0800 help desk provided by the organization. The usual attention was approximately 50 calls per day but boosted even more by the pandemic. Fundación Huésped was looking for reliable and effective solutions to respond to these challenges.



— Solution

With the help of Yeastar's Argentina-based partner, Fabian Burone of DF Tech, Fundación Huésped was equipped with one unit of Yeastar S100 and multiple Yealink, Fanvil and Gigaset phones to handle the usual calls. Several IVR programmings with alternative menus and shortcuts were configured on the Yeastar S100 to administer very easy, efficient and good attention to the patients. The migration to Yeastar equipment provides the organization with continuity in communications and the capability of providing remote telephone assistance service.

Thanks to Yeastar Linkus UC Clients powered by Linkus Cloud Service, the consultation calls made by the people are directed to the cell phones of the professionals from the main menu of the foundation. When the professionals answer queries for the people and then transfer the calls to groups of interns who are working in the home office. With the support of Yeastar, Fundación Huésped is open to the community without any delay.



“

The migration to this new equipment provided us with continuity in communications, maintaining remotely the telephone assistance service open to the community that we have had since 1992 in times of social isolation and teleworking as a result of Covid19...

Leandro Cahn,
Executive Director, Fundación Huésped