

# Customer Success Story

## Yeastar VoIP PBX Solution for Collegio San Carlo School in Italy

### Customer Basic Information

Location: Milan, Italy

Industry: Education

Products: S-Series VoIP PBX

Highlight Features:

- Hot standby
- Linkus UC Softphone
- Auto Provisioning



### — Application Scenario

To build a modern and advanced educational institution, you need not only powerful staff, but also modern technologies to assist them. As communications in school campus is getting more agile and integrated, schools no only need deskphones to make calls internally, but also modern communications features to boost cooperation between co-workers and with people outside the school. That's why more and more schools are seeking for more capable IP-based phone system which boasts robust unified communications features to replace the outdated systems. And Yeastar S-Series VoIP PBX is the right choice for them.

### — Challenges

Collegio San Carlo school used to deploy the old Cisco PBX and phones. But as time passes by, the staff team is getting larger so the legacy phone system could no longer meet their ever-increasing communications needs, so they have to find some new system to replace them. After an analysis of the current infrastructure, Yeastar reseller - **Sinexia** suggested that they use Yeastar S100 VoIP PBX - a UC-capable phone system, which perfectly connects their team members in an easy way.

### — Solution

Among all the PBX systems in the market, Yeastar won the final seat with its comprehensive UC solution which could flexibly adapt to customers needs. In this case, Collegio San Carlo school deployed 2 units of S100 VoIP PBX(1 for Hot standby) with corresponding modules and expansion boards to connect its 120 users, mostly using Yealink IP Phones. Besides that, with Yeastar Linkus UC Softphone, all the users have the opportunity to register their extension on multiple devices at the same time, turning also their smartphones and laptops into mobile extensions, which enables users to work remotely and greatly increases work efficiency.



## — Results and Benefits



### Linkus UC Softphone to Improve Availability

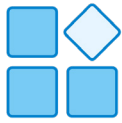
With the centralized extension structure, every staff connected to the PBX system could make free internal calls to each other directly and all of them could utilize various trunks of S-Series VoIP PBX to make and receive calls. In addition, with SIP Forking and Linkus UC App, smartphones and laptops could also be turned into an extension. And users could register one extension on various devices at the same time. And via VPN, all these devices could be connected remotely, ensuring that school staff would never miss a call from colleagues, students or students' parents anywhere and anytime, which greatly improved their availability.



### Flexible Modular Design to Ensure Future Scalability

Yeastar S-Series VoIP PBX provides flexible telephony interfaces combination while allowing for future scalability with unique modular design. Take this case for example, the user number of Yeastar S100 VoIP PBX would not be limited to the original 100 but could be expanded to 200. Currently, 120 extensions are connected in San Carlo school and with the team grows, school admin could still add more users and concurrent calls to the system. And the customizable interface lets school admin to decide what types of extensions and physical trunks they need in the telephone system. Flexibility is the priority.





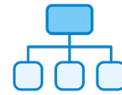
### Robust Features to Improve Work Efficiency

With plenty of built-in VoIP business-enhancing system features like conference, auto call recording, IVR, API features, S-Series VoIP PBX greatly helped Collegio San Carlo school enhance communication efficiency and made the campus daily work become easy. Besides that, Linkus UC softphone boasts features like file sharing and instant messaging, making communications far more easier than before for school employees.



### Hot Standby to Avoid Loss Caused by Server Failure

Yeastar hot standby feature enables two Yeastar IP-PBX to be used as a failover system, providing rapid failover in the event of system failure. Collegio San Carlo school deployed 2 S100 VoIP PBX in this case. Once the active server failure is detected, all the telephony would be switched to the standby S100 server automatically. This way, the downtime was kept to an absolute minimum, and the normal operation of all the functions for users could be ensured, free users from worries about server failure.



### Auto-provisioning to save configuration time

Yeastar S100 supports the auto provisioning with most of the IP phones in the market in bulk, including all user information, local phone book, firmware, and so on. The 120 Yealink IP Phones in Collegio San Carlo school were configured in bulk easily, school admin never need to spend an entire weekend in the office doing the tedious labor of provisioning each phone anymore.

## – Why the customer chose Yeastar

Compared with dozens of IP PBX brands in the market, Yeastar stood out with its flexible, cost-effective solution and high quality products. With its unparalleled ease of use and management, excellent interoperability and robust built-in features, Yeastar S-Series VoIP PBX won appraisals from the clients, and that's why Yeastar is a can't-miss solution for educational institutions.

