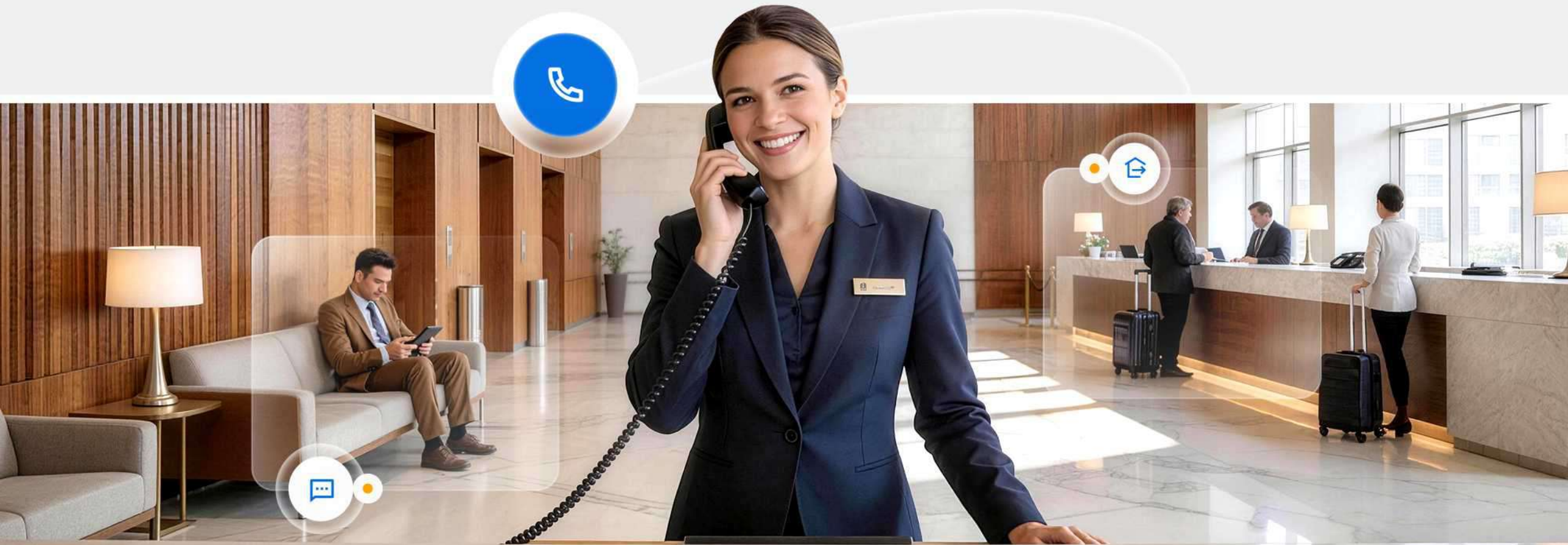




Customer Success Stories

P-Series Phone System • **Hospitality**



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THE RITZ-CARLTON

HYATT

WYNDHAM

HOTELS & RESORTS

IHG®

HOTELS & RESORTS



FOUR SEASONS

H Holiday Inn
— BY IHG —

NOVOTEL

HOTELS & RESORTS



Trusted by Leading
Hotels Worldwide

Local Hotels

High-end Hotels

Mid-range Hotels



Wyndham is a prestigious five-star global hotel chain, renowned for its luxury and world-class service. As a leading international luxury brand, Wyndham delivers exceptional five-star experiences across its worldwide locations.

210 Rooms

500+ Employees

P-Series Appliance Edition

Alcatel Migration



Wyndham

99.99%

System Uptime

Faster ↑

Cross-Department

Reduced ↓

Maintenance Cost



It's not just technology — it's partnership and shared vision that make transformation possible.

Enes Yasin Tahta
Facility IT Manager

WYNDHAM
HOTELS & RESORTS

The customer faced operational inefficiencies and high costs due to an outdated Alcatel PBX system that couldn't integrate with their hotel PMS, suffered frequent failures, and lacked mobility for staff. Realizing these challenges, they sought a stable, unified, and effortless solution with Yeastar.

Challenge & Solution

Challenge	Yeastar Solution
PMS Sync Issue – Old Alcatel PBX couldn't sync with hotel PMS, causing slow check-in/out.	✓ Oracle Hospitality Opera PMS Integration
System Failures – Frequent outages disrupted guest communication and operations.	✓ P570 + D30x2 Ultimate Plan
High Maintenance – Outdated hardware required constant IT support and spend.	✓ Clear Web UI + Remote Access Service
No Mobility – Staff stuck at desk phones, slower guest response.	✓ Linkus Mobile Client
High Renewal Costs – Legacy PBX charged heavy recurring fees with limited functionality.	✓ All-Inclusive Pricing



We wanted to reduce maintenance costs and have a user-friendly management interface without high recurring fees.

Enes Yasin Tahta
Facility IT Manager

WYNDHAM
HOTELS & RESORTS

Results



Instant Sync

Real-time PMS updates, faster front-desk flow.



Reduced IT Workload

Maintenance simplified; less IT effort and faster issue resolution.



Zero Downtime

Stable system, no more unexpected outages.



Faster Service

Staff reachable anywhere on site.



Cost Efficiency

Predictable spend, no vendor lock-in.

The Ritz-Carlton is a world-renowned five-star luxury hotel brand, celebrated for its impeccable service, refined elegance, and exceptional guest experiences across the globe.

334 Rooms

550+ Employees

P-Series Software Edition

NEC Migration



The Ritz-Carlton

Increased

Operation Efficiency

Massive

Device Reuse



It was a correct choice to migrate to Yeastar. It solved all the problems that arose when using the old telephony and received a lot of additional functionality.



THE RITZ-CARLTON

Faced with outdated PBX, poor PMS integration, and inefficient call handling, the hotel overcame these challenges with Yeastar's solution, achieving streamlined operations, seamless device management, and improved guest service.

Challenge & Solution

Challenge

Yeastar Solution

Outdated PBX – Old NEC system lacked advanced features demanded by modern hospitality operations.

✓ **P-Series Software Edition Enterprise Plan**

PMS Integration Issue – Legacy NEC PBX couldn't integrate with hotel PMS, leading to inefficient management.

✓ **Oracle Hospitality Opera PMS Integration**

Existing Device Reuse – 30 FXS gateways and 150+ IP phones need to integrate to new system.

✓ **Auto-provisioning**

Call Handling Limitations – Slow handling of guest inquiries and delayed response times.

✓ **Call Center**



Results



Increased Productivity

Fulfills current operational demands and offers the flexibility to adapt to future business growth.



Efficient Deployment

Centralized and error-free management for all analog and digital endpoints.



Seamless Operational Flow

Streamlined management processes, enhancing guest experience, staff efficiency, and operational performance.



Enhanced Guest Support

Efficiently manage guest communications, monitor performance, and maintain high service standards.

High-end Hotels

Mid-range Hotels

Local Hotels



Holiday Inn is a well-known four-star hotel brand under IHG, offering comfortable accommodations and friendly service in major cities and destinations around the world.

223 Rooms

230+ Employees

P-Series Appliance Edition

Mitel Migration



Holiday Inn

Easy

Deployment

Enhanced ↑

Operational Efficiency



Yeastar P-Series is easy to use and configure, it was enough to take one course through the Yeastar Portal.

IT Manager



The hotel overcame the limitations of its outdated and costly Mitel PBX. Gaining modern functionality, simplified IT operations, and seamless PMS integration with Yeastar, which streamlined workflows and elevated the guest experience.

Challenge & Solution

Challenge	Yeastar Solution	Results
Outdated system Old Mitel PBX lacked the modern features needed to meet hotel developing needs, and costly to manage.	 P570 + Enterprise Plan	Functionality & Efficiency Meet hotel's functional requirements and simplifying IT operations.
Limited PMS Integration Difficulty in connecting with PMS, leading to fragmented guest services and operational inefficiencies.	 PMS Integration	Streamlined Guest Services Effortless connection with the PMS streamlines workflows and enhances the guest experience.

Ibis Styles is a globally recognized three-star hotel brand under Accor, known for its creative design, comfortable stays, and affordable rates in major cities worldwide.

75 Rooms

50+ Employees

P-Series Appliance Edition



Ibis Styles

Easy

Deployment

Significant

Savings



The Yeastar P-Series is working fantastically, and we will be installing additional Yeastar P-series servers in new facilities.



The hotel overcame the limitations of its outdated and costly Mitel PBX. Gaining modern functionality, simplified IT operations, and seamless PMS integration with Yeastar, which streamlined workflows and elevated the guest experience.

Challenge & Solution

Challenge	Yeastar Solution	Results
Crucial PMS Integration The core requirement was seamless integration with hotel's existing management software.	 PMS Integration	Effortless Management Seamless operation with quick and easy PMS integration.
Existing Device Reuse Efficient Deployment of 130 Existing Grandstream IP phones.	 Auto-Provisioning	Cost & Time Savings Automated setup enables rapid redeployment of all devices.

Novotel is an international four-star hotel brand known for its modern design, comfortable rooms, and family-friendly amenities. With locations in major cities and travel destinations worldwide, Novotel offers convenient accommodations for business and leisure travelers, featuring restaurants, fitness centers, meeting facilities.

170 Rooms

35+ Employees

P-Series Appliance Edition



Novotel

The hotel utilizes Yeastar P-Series PBX to integrate IP desk phones and intercom devices, streamlining front-desk operations and access control for enhanced efficiency and guest security.

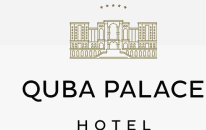


Mid-range Hotels

Local Hotels

High-end Hotels





Trusted by Local
Hotels Worldwide



Hotel Newton is a comfortable three-star hotel. Positioned as a modern midscale property, it offers well-equipped rooms, friendly service, and convenient access to local attractions and business centers.

200+ Rooms

55+ Employees

P-Series Software Edition



Hotel Newton



Germany

Significant ↓ **Centralized**

Cost Saving

Management



We operate a total of three hotels and have been very satisfied with this solution for over a year.

Owner and managing director
of the Hotel Newton Group



Faced with managing two separate, complex telephony systems, the hotel group consolidated all communications onto the Yeastar P-Series to achieve a unified, cost-effective solution that reused existing analog hardware while enabling seamless inter-location networking and future-proof API integration for digital services like AI agents.

Challenge & Solution

Challenge	Yeastar Solution
Complex Dual System Management – Inefficient management with two separate systems for admins and rooms.	✓ P-Series Software Edition Enterprise Plan
Infrastructure Reuse – Extensive existing hardware (telephones, intercoms, doorbells, cabling) reused to minimize costs.	✓ ATA Support
Restricted Connectivity – Communication was restricted by region and device constraints, hindering efficient guest service.	✓ Linkus UC Clients
High Maintenance – Outdated system required constant IT support and spend.	✓ Intuitive Web UI
Lack of Inter-Location Communication – No quick and free internal communication between the two hotels in the group.	✓ Multi-Site Networking
Limited Integration – Previous standalone systems lacked the flexibility and interface to meet developing needs.	✓ Open APIs



In our dynamic environment, it is important that our systems are flexible, and the PBX software adapts wonderfully to all changes.

Owner and managing director
of the Hotel Newton Group



Results



Centralized Management

Unified and easy-to-operate with intuitive interface.



Enhanced Mobility

Connect multi-departments without constration for the regions and devices and provide enhanced guest service.



Seamless Internal Network

Improved internal communication efficiency with free and rapid internal calls across locations.



Cost-Effective Transition

Changeover with minimal cost by seamlessly reusing a large part of the existing infrastructure and cabling.



Reduced IT Workload

Maintenance simplified; less IT effort and faster issue resolution.



Future-Proof Innovation

Ready for integration with the hotel website and adaptable to future needs.

Hotel Esplanade Dortmund is a modern four-star hotel located in the heart of Dortmund, Germany. The hotel features comfortable rooms, a wellness area, and meeting facilities, making it suitable for both business and leisure travelers.

96 Rooms

30+ Employees

P-Series Appliance Edition



Hotel Esplanade Dortmund



Increased

Reachability

Enhanced

Safety & Control



With the new system, we can respond much more flexibly, both for housekeeping staff in the hotel and for back office teams working from home.



Following fire damage, the hotel needed to urgently replace its communication infrastructure with a flexible hybrid PBX that could support both legacy analog and new IP devices, while integrating essential systems like Protel PMS, door access, and the fire alarm to enable staff mobility and operational safety.

Challenge & Solution

Challenge

Yeastar Solution

Post-Fire Communication Disruption

– The fire incident left the hotel without a core communication system, severely impacting operations.

✓ **P570 Enterprise Plan**

PMS Integration Issue – The new system required seamless integration with the specialized PMS, Protel.

✓ **Protel PMS Integration**

Limited Mobility – The previous setup failed to provide mobile connectivity for housekeeping staff and back-office staff.

✓ **Linkus UC Clients**

Complex Security & Access

Integration – Required connecting safety and access systems, specifically enabling door opening via phone and integrating the fire alarm for paging.

✓ **Peripheral Integration**

Results



Operational Restoration

Rapidly restored both external and internal hotel communications.



Increased Reachability

Housekeeping staff are now reachable anytime throughout the complex, and back-office staff have full remote work capabilities.



Streamlined Operations

Optimize front-desk operations and guest data handling.



Enhanced Safety & Control

Phone-based door access and direct fire alarm paging for rapid alerts.

Iberostar Hotel Group operates upscale beachfront resorts in Montenegro. These resorts offer modern rooms, pools, restaurants, and direct beach access.

50+ Employees

P-Series Appliance Edition



Iberostar Hotel Group



Montenegro

690+

Phone Maintenance

Enhanced

Cross-building Connectivity



I'm very satisfied with the P-Series PBX installed, and I plan to purchase Yeastar PBXs for other hotels I own.



Confronted with PMS integration gaps, limited internal communication across buildings, and costly hardware replacement risks, the hotel implemented Yeastar's solution—streamlining operations, enabling seamless connectivity, and saving costs through extensive hardware reuse.

Challenge & Solution

Challenge

Yeastar Solution

PMS Integration Gap – Lack of seamless integration between the communication system and PMS hindered essential hotel operations.

✓ **PMS Integration**

Isolated Building Communication – Limited internal calls and extension dialing across multiple buildings.

✓ **Extension-to-Extension Dialing**

Massive Hardware Reuse – Direct migration of 650+ analog devices and 40+ Alcatel-Lucent IP phones without hardware replacement.

✓ **Seamless Device Compatibility**

Results



Streamlined Operations

Direct management of guest services and communications.



Enhanced Cross-building Connectivity

Easy and free internal calls between all extensions across the hotel complex.



Significant Cost Saving

Maximized hardware reuse eliminates large-scale replacement costs for over 690 endpoints.

Monte Gordo Hotel is a modern four-star hotel located in Monte Gordo, Algarve, Portugal. The hotel offers comfortable rooms, a spa, swimming pool, and on-site dining.

80+ Rooms

100+ Employees

P-Series Software Edition



Monte Gordo Hotel



Portugal

Streamlined

Hotel Management

Enhanced

Operation Efficiency



Very User friendly. Works very well.
Great solution to work with protel software.



The hotel's primary challenge was achieving essential integration with the Protel PMS software, which was solved by deploying the user-friendly Yeastar P-Series, enabling seamless operations and providing crucial features like accurate call billing.

Challenge & Solution

Challenge

Yeastar Solution

PMS Integration Issue – Inefficient and fragmented guest service and hotel management without PMS integration.

✓ **Protel PMS Integration**

High & Uncertain Call Cost – Difficult to track and accurately bill guest phone usage.

✓ **Call Billing**

Usability Challenges – Low operational efficiency due to the complicated system interface.

✓ **Intuitive Interface**

Results



Streamlined Management

Optimized front-desk operations and efficient guest data handling.



Efficient Calculation

Accurate and reliable call cost management for guest communications.



Enhanced Operation Efficiency

User-friendly system improves staff adoption and simplifies daily management tasks.

Son Brull Luxury Hotel & Spa is a five-star hotel set in a beautifully restored 18th-century monastery in the heart of the Serra de Tramuntana, Mallorca, Spain. The hotel features elegant rooms and suites, a gourmet restaurant, a luxury spa, and a range of upscale facilities. Surrounded by 32 hectares of vineyards, orchards, and centuries-old olive trees, it offers a sanctuary of relaxed luxury for guests seeking tranquility and refined comfort.

23 Rooms



Son Brull Luxury Hotel & Spa



Spain

With Yeastar PBX, the hotel enhanced connectivity throughout its upscale facilities, enabling staff to deliver seamless service and maintain the tranquil luxury its guests expect.



Can Bordoy Grand House & Garden is a five-star boutique hotel located in the heart of Palma's historic Old Town, Mallorca, Spain. Set in a beautifully restored mansion, the hotel features elegant suites, a gourmet restaurant, a tranquil spa, and a lush private garden.

24 Rooms



Can Bordoy Grand House & Garden



Spain

Yeastar PBX empowered the hotel to efficiently manage operations between its suites, restaurant, spa, and garden, improving coordination and guest satisfaction in this luxurious setting.

CanBordoy

GRAND HOUSE & GARDEN

★★★★★ GL

S.E.T Pierre & Vacances is a well-known European hospitality group with several aparthotels and resorts across Spain, including popular destinations like Costa del Sol, Barcelona, and the Canary Islands. Their three- and four-star properties offer spacious apartments, pools, and family-friendly amenities.

64 Sites

1500+ Rooms



S.E.T Pierre & Vacances



Spain

Managing over 1,500 rooms, the hotel selected Yeastar for its centralized control, easy-to-use system, streamlined support through a single contact, and outstanding cost efficiency.



I really appreciate how easy it is to deploy and use Yeastar products. The affordable price and the simplicity of the solution made Yeastar my top choice.



Da Vinci's Hotel is a stylish three-star hotel located in Derry, Northern Ireland, UK. It features comfortable rooms, a popular bar and restaurant, and event facilities.

60+ Rooms

80+ Employees

P-Series Appliance Edition



Da Vinci's Hotel



UK

Effective

Call Handling

Reliable

Call Quality



The new system has enhanced our daily operations and reliability, and we've received excellent feedback from our team.



Da Vinci's Hotel migrated from an old, unreliable PBX system causing call dropouts and lacking reservation software integration, successfully deploying the Yeastar P-Series to achieve a unified communication system with mobile extensions and an Operator Panel that significantly improved staff coordination and call handling efficiency.

Challenge & Solution

Challenge

Yeastar Solution

Frequent Call Dropouts – Unreliable legacy PBX caused frequent call dropouts, disrupting guest and business communication.

✓ **P560 Enterprise Plan**

No PMS Integration – Manual and inefficient guest service processes due to lack of PMS integration.

✓ **PMS Integration**

Missed Guest Enquiries – System limitations led to missed calls, especially for reservations and conference services.

✓ **Call Routing**

Poor Internal Coordination – Staff across different shifts and departments lacked clear and accountable communication tools.

✓ **Linkus UC Clients**

char

FIDELIO

ORACLE
Validated Integration
Oracle Hospitality

Jurudata
SERVICES

TiGERtms



We highly recommend Yeastar P-Series System to any business, not just in hospitality, seeking a modern, dependable phone solution backed by outstanding customer service.

DA VINCI'S
HOTEL DERRY

Results



Reliable Call Quality

Stable, high-quality calls now support smoother daily operations.



Effective Call Handling

All calls routed appropriately, ensuring every guest enquiry is handled and minimizing lost business opportunities.



Streamlined Operations

Reception, reservations, and daily operations are now smoother and more efficient.



Enhanced Connectivity

Stay connected with colleagues and managers anytime, anywhere.

Hôtel des Beaux-Arts is a charming boutique hotel located in the heart of Toulouse, France, near the Garonne River and major city attractions. This four-star hotel features individually decorated rooms with artistic touches, offering a stylish and comfortable stay.

19 Rooms

50+ Employees

P-Series Appliance Edition

Alcatel Migration



Hôtel des Beaux-Arts



France

By migrating from Orange BIV with Alcatel PBX to the Yeastar P-Series, the hotel achieved a more user-friendly solution, resulting in smoother and simpler daily operations.



The new system makes communication smoother and daily operations simpler for hotel management.



Mylos Hotel is a family-run hotel located in Cargèse, a picturesque village on the west coast of Corsica, France. This two-star hotel offers comfortable rooms, a friendly atmosphere, and stunning views of the Mediterranean Sea.

35 Rooms

30+ Employees

P-Series Software Edition



Mylos Hotel



France

The hotel successfully adopted Yeastar's solution with IP phone compatibility, leveraging hotel-specific functionality to efficiently manage rooms and streamline front desk operations.



The Yeastar P-Series offers an attractive cost and is incredibly easy to use for both reception staff and hotel management.

MYLOS

Grupo Brisas is a leading Mexican hotel group known for its luxury and upscale hotels and resorts across Mexico. The group operates brands such as Las Brisas, Galería Plaza, and NIZUC Resort & Spa. Properties are located in prime destinations like Acapulco, Mexico City, Ixtapa, and Cancun.

500+ Employees

P-Series Software Edition



Grupo Brisas



Mexico

Big

Cost Saving

Enhanced ↑

Cross-Sites Connection



The Yeastar P-Series solution is ideal, the integrations, the ease of use, the constant innovation that the system has, it is not a system that remains static but rather continues to evolve and provide new features.

GRUPO BRISAS

Faced with an outdated, limited PBX system and no PMS integration, the customer adopted Yeastar to achieve seamless PMS integration, scalable communications, and mobile connectivity for staff across multiple sites, while rapidly redeploying existing devices for a cost-effective upgrade.

Challenge & Solution

Challenge

Yeastar Solution

Lacked PMS Integration – Old Asterisk-based system lacks PMS integration capability to trouble management.

✓ **Shiji PMS Integration**

Limited Fuctionality – Legacy PBX provided minimal capabilities and lacked scalability.

✓ **P-Series Software Edition Enterprise Plan**

No mobility – Staff couldn't be easily locted or connected away from desk phones, leading to delays in guest service delivery.

✓ **Linkus UC Clients**

Existing Device Deployment – 100 phones and 10 SIP trunks need to be efficiently deployed.

✓ **Auto-Provisioning**



It's an excellent solution,
and I'm considering
changing my current
systems in other properties.

GRUPO BRISAS

Results



Operational Success

Seamlessly integrated with the Shiji PMS
via Fidelios protocol, perfectly aligning
with the group's PMS migration strategy.



Enhanced Staff Mobility & Service

Enable staff to improve guest services
on any device, anytime and anywhere.



Future-proof Operations

Scalable solution that grows with
operational demands.



Cost-effective Upgrade

Automated setup enabled rapid
deployment while reusing existing
equipment.

Glacier Park Lodge is a historic three-star hotel located at the gateway to Glacier National Park in Montana, providing comfortable accommodations and a unique heritage experience.

160+ Rooms

20+ Employees

P-Series Appliance Edition

Avaya Migration



Glacier Park Lodge



USA

High

Availability

Huge ↓

Cost Savings

Simplified

IT Management



Ease of management is the key to hotel operation with the Yeastar P-Series PBX.

GLACIER PARK
EST. **LODGE** 1913

The hotel needed to urgently replace its end-of-life Avaya system which suffered from limited PMS integration, constant IT maintenance and other issues. With Yeastar P-Series PBX, they achieved secure and continuous operations, better PMS integration, easier IT management, and scalable connectivity for future upgrades.

Challenge & Solution

Challenge	Yeastar Solution
End-of-Life System Risk – Facing operational risk due to the existing Avaya system had reached end-of-life.	✓ P560×2 (One primary, one backup)
PMS Integration Functional Gap – The old Avaya integraion couldn't fully deliver PMS's functions.	✓ PMS Middleware Integration
High Maintenance – Outdated system had limited visibility and required constant IT support.	✓ Intuitive interface Comprehensive IT administraive tools
Existing Device Reuse – All existing analog phones need to retain and deploy into the new system.	✓ ATAs for Legacy Endpoints
Ageing Connectivity Infrastructure – Obsolete T1 gateways limited multi-building connectivity and upgrade paths.	✓ Flexible Modular Design

char

FIDELIO

ORACLE
Validated Integration
Oracle Hospitality

Jurudata
SERVICES

TiGERtms

We can use many features through PMS integration that even the old Avaya didn't support. The IT staff is also very relieved not to have to manage the old system.

GLACIER PARK
EST. LODGE 1913

Results



Operational Security

The new P-Series PBX with hot standby ensures continuous operation, eliminating critical risks.



Enhanced Operations

Utilize more features using the TigerTMS integration to the hotel PMS Maestro.



Simplified IT Management

Less IT effort and faster issue resolution.



Significant Cost Saving

Successfully integrated all analog endpoints without replacement.



Increased Flexibility

Integrate with current telco trunk and readiness for future SIP trunk upgrades.

Quba Palace Hotel is a luxurious five-star resort, renowned for its elegant design and world-class hospitality, the hotel offers spacious rooms, fine dining, and extensive leisure facilities, including a golf course and spa.

210+ Rooms

400+ Employees

P-Series Software Edition

Karel Migration



Quba Palace Hotel



Azerbaijan

Rapid

Device Deployment

Enhanced

Operations

Future-proof

Scalability



QUBA PALACE
HOTEL

The hotel struggled with an outdated PBX system that limited capacity, lacked modern features, and offered poor operational visibility. By switching to Yeastar, the hotel gained scalable communications, advanced functionality, fast rollout of new IP phones, and real-time monitoring.

Challenge & Solution

Challenge

Yeastar Solution

Sever Capacity Limitation – The existing Karel system couldn't support the hotel's growing user base, creating a bottleneck for future expansion.

✓ **P570×2 + D30×2**

Legacy PBX – The old Karel system lacked features needed in the modern hotel operations.

✓ **Enterprise Plan**

New Device Deployment – Needed to quickly deploy new Fanvil IP phones across the hotel rooms.

✓ **Auto-provisioning**

Limited Visibility – The legacy PBX makes it difficult to identify call issues and monitor real-time performance.

✓ **Call Center**



Results



Future-Proof Expansion

Current capacity bottlenecks solved and secured assurance for future scalability up to 500 users.



Efficient Deployment

Achieved significant time savings through the automatic setup of all new IP phones.



Upgraded System

Supporting efficient hotel operations and improved guest service.



Enhanced Operation

Instant monitoring and data-driven decision-making.

Holiday Villa Subang is a well-established four-star hotel located in Subang Jaya, Malaysia. Positioned as an upscale urban resort, the hotel offers spacious accommodations, extensive facilities, and warm Malaysian hospitality.

300+ Rooms

150+ Employees

P-Series Appliance Edition



Holiday Villa Subang

 Malaysia

Huge ↓

Cost Savings

The hotel achieved smooth and cost-efficient communication by utilizing Yeastar's standard features and the budget-friendly P-Series PBX.



Palm Spring Hotel is a three-star hotel located in Port Dickson, Malaysia. It offers comfortable rooms, a swimming pool, restaurant, and meeting facilities.

420+ Rooms

P-Series Appliance Edition

Panasonic Migration



Palm Springs Hotel



Effortless

Management

Reduced ↓

Maintenance Cost

Challenged by the legacy Panasonic system and inefficient operations, the refurbished hotel upgraded to Yeastar's PBX. The built-in PMS integration streamlined management, while reusing Yealink phones ensured both efficiency and excellent value.



Boulevard Hotel is located on Sukhumvit Road, the center of Bangkok. It's a 4 star DELUXE Hotel with 309 comfortable rooms, 2 restaurants, 24-hours lobby lounge and bar, 24-hours room service, 24-hours reception, swimming pool and meeting rooms.

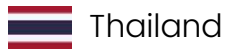
309 Rooms

100+ Employees

P-Series Appliance Edition



Boulevard Hotel Sukhumvit



Lower

Total Cost of Ownership (TCO)

Enhanced

Management Flexibility



Yeastar P-Series PBX System is affordable, packed with features, highly expandable, and offers low annual maintenance costs.



BOULEVARD HOTEL
BANGKOK

The new hotel successfully opted for the Yeastar P-Series over the incumbent NEC system, driven by the desire for a significantly lower Total Cost of Ownership and annual maintenance fees, while securing essential features like PMS API integration and secure remote access service for efficient operations.

Challenge & Solution

Challenge

Yeastar Solution

Essential PMS Integration – The new system required seamless integration with the specialized PMS.

✓ **PMS Integration**

Onsite-Dependent Management – Lack of remote access hindered timely issue resolution and proactive system monitoring.

✓ **Remote Access Service**

Limited Communication Flexibility – Staff could only make and receive calls from desk phones, restricting mobility.

✓ **Linkus UC Clients**

High Total Cost of Ownership – The TCO for the incumbent NEC system is considerable, primarily due to expensive yearly maintenance requirements.

✓ **P570**

Results



Streamlined Guest Management

Enables streamlined front-desk and reservation processes.



Enhanced Management Flexibility

Securely manage and monitor the PBX system remotely, improving operational oversight.



Improved Mobility

Staff can handle calls and collaborate efficiently whether in-office or remote.



Cost-effective

Lower Total Cost of Ownership and substantially reduced yearly maintenance costs.

SALA Tuy Hoa Beach Hotel is a stylish four-star hotel located on the beachfront in Tuy Hoa, Vietnam. The hotel offers modern rooms with sea views, an outdoor pool, a spa, and a restaurant.

50+ Rooms

60+ Employees

P-Series Appliance Edition



SALA Tuy Hoa Beach Hotel

 Vietnam

Strengthened

Security

Centralized

Management



Yeastar P-Series PBX Phone System is a simple, budget-friendly solution suitable for hotels.



To upgrade the existing analog telephone system to a modern VoIP system, the hotel deployed the Yeastar P560, successfully achieving a hassle-free and budget-friendly upgrade, along with unified communications and enhanced management security.

Challenge & Solution

Challenge

Yeastar Solution

Outdated PBX – The old analog phone system no longer meets modern requirements for communications and hotel operations.

✓ **P560
Standard Plan**

Insufficient Protection – Vulnerable to unauthorized access without security features.

✓ **TLS/SRTP Encryption
Access Control & Firewall**

Administrative Burden – Manual configuration and on-site maintenance, resulting in inefficiency and increased workload.

✓ **Yeastar Central Management**

Results



Modern Communications

Upgraded to a UC system that supports advanced features and meets current operational needs.



Strengthened Security

Robust encryption and access controls, ensuring secure connection and protecting sensitive information.



Efficient Management

Centralized administration streamlines operations and reduces maintenance efforts.



Avana Retreat is a luxury eco-resort nestled in the mountains near Mai Chau, Vietnam. The resort features elegant villas and bungalows, an infinity pool, spa, and farm-to-table dining.

41 Apartments

60+ Employees

P-Series Appliance Edition



Avana Retreat



Vietnam

Significant

Cost Savings

Enhanced

Guest Service



The system operates stably, meets all the operational requirements established at the outset, and is reasonably priced compared to other products on the market.



AVANA

The Avana Retreat, facing the challenge of connecting numerous dispersed sites (apartments, offices, and a remote Hanoi ticket office) and requiring a solution with high availability, successfully deployed two Yeastar P560 PBXs running Hot Standby to ensure stable, cost-saving, and unified HD communication across the entire resort complex.

Challenge & Solution

Challenge	Yeastar Solution
Dispersed Multi-Site Connectivity – Limited connectivity across multiple apartments, resort facilities, and the executive ticket office in a separate city resulted in inefficient communications and operations.	 P560 Standard Plan
Business Disruption Risk – Potential server failures, with no immediate backup to maintain communication services.	 Hot Standby
High Operational Costs – Internal communication relied on expensive mobile phone calls between resort staff and management.	 Linkus UC Clients
Limited Service Quality – Inefficient communication infrastructure hindered the overall quality of guest service delivery.	 Unified Communication

Results



Unified Communication

Successfully connected all dispersed sites into one system, enabling easy, high-quality exchanges between all resort departments and the remote office.



Significant Cost Savings

Eliminates the need for staff to use expensive mobile phones for internal resort communication.



High Availability

Ensures the backup server can automatically and immediately take over, preventing undue business loss.



Enhanced Guest Service

Immediately experience and access services (spa, gym, electric car, etc.) simply by picking up the phone and calling the service department.

Bliss Hoi An Beach Resort & Wellness is a four-star beachfront resort located near Hoi An, Vietnam. The resort offers modern rooms and villas, an outdoor pool, spa, wellness center, and restaurant.

137 Rooms

150+ Employees

P-Series Appliance Edition



Bliss Hoi An Beach Resort & Wellness



Vietnam

Increased

Response Efficiency

Enhanced

Guest Experience



Yeastar is good. It is easy to deploy, learn, and manage.



BLISS HOI AN
Beach Resort & Wellness

The hotel successfully adopted the Yeastar P-Series to achieve essential PMS integration for automating check-in/check-out, simultaneously utilizing the Call Center solution to boost agent efficiency and the Linkus Client to enhance staff mobility.

Challenge & Solution

Challenge

Yeastar Solution

PMS Integration Gap – Manual and slow check-in/out caused by limited PMS connection.

✓ **PMS Integration**

Fragmented Call Handling – Dispersed call management led to delayed responses and inconsistent service quality.

✓ **Call Center**

Limited Mobility – Staff stuck at desk phones, slower guest response.

✓ **Linkus UC Clients**

High Renewal Costs – Legacy PBX charged heavy recurring fees with limited functionality.

✓ **All-Inclusive Pricing**



Results



Enhanced Guest Experience

Faster and smoother front-desk workflow, reducing wait times and improving overall satisfaction.



Increased Response Efficiency

Centralized call routing and management improve overall service speed.



Faster Service

Staff get connected from any location.



Cost Efficiency

Predictable spend, no vendor lock-in.

Al Ghufuran Safwah Hotel is a prestigious five-star hotel located in the heart of Makkah, Saudi Arabia, just steps from the Holy Mosque. Positioned as a luxury property, it offers elegantly furnished rooms, premium amenities, and exceptional service tailored to pilgrims and travelers.

324 Rooms

190+ Employees

P-Series Appliance Edition

Nortel Migration



Al Ghufuran Safwah Hotel

 Saudi Arabia

90% ↓

Call Waiting Time

Higher

Booking Website Score



Switching from our old Nortel PBX to the Yeastar P570 has been the best decision for Al Ghufuran Safwah Hotel. The system delivers outstanding value and has completely transformed our communication.

فندق صفوة الغفران
GHUFRAN
SAFWAH HOTEL

Operating on an obsolete Nortel system that caused frequent missed reservations and long call waiting times, Al Ghufraan Safwah Hotel successfully deployed the Yeastar P570 to achieve seamless Opera PMS integration, eliminate missed calls using Ring Groups, and boost guest satisfaction, resulting in a 0.5 point increase in their Booking.com rating.

Challenge & Solution

Challenge	Yeastar Solution
PMS Integration Issue – Manual guest information management was required due to lack of integration, leading to inefficiency.	✓ PMS Integration
High Missed Call Rate & Wait Times – The legacy Nortel system caused long call waiting times and frequent missed reservation calls.	✓ Ring Group
Limited Flexibility – Staff couldn't answer calls away from their desks, leading to missed calls and slow internal communication.	✓ Linkus UC Clients
No Quality Monitoring – Staff training and service quality suffered due to limited visibility in the legacy system.	✓ Call Recording & Monitoring



Yeastar has not only enhanced our operations but also strengthened our reputation for excellent guest service.



Results



Boosted Staff Efficiency

Instant access to guest data during calls enables faster and more accurate responses.



Robust Operations

Missed reservation calls were eliminated, and call waiting times were reduced by 90%.



Enhanced Mobility

Smooth operations and faster team response from anywhere, at anytime.



Improved Service Quality

Better training and accuracy led to a Booking.com score increase from 8.7 to 9.2.

Dana Bay Resorts is a four-star beachfront resort in Half Moon Bay, Al Khobar, Saudi Arabia. It offers spacious villas, private beaches, and family-friendly amenities, making it ideal for leisure and family vacations by the Arabian Gulf.

142 Villas

150+ Employees

P-Series Appliance Edition

Alcatel Migration



Dana Bay Resorts



Saudi Arabia

Huge

Cost Saving

Streamlined

Operations

Enhanced

Employee Mobility



We're impressed of Yeastar technology and call center features plus mobile application. The integration with Oracle Hospitality Opera works perfectly!



The resort struggled with huge maintenance fees, upgrade issues with their old Alcatel Lucent PBX and complexity in managing a separate cloud-based call center. An all-in-one solution was needed to connect all sites and employees, streamline hotel operations, and significantly reduce OPEX and CAPEX.

Challenge & Solution

Challenge

Yeastar Solution

Complex System Management – Separate systems made management complex, difficult, and inefficient.

✓ **P570×2 Enterprise Plan**

No PMS Integration – The old Alcatel couldn't connect with PMS.

✓ **Oracle Hospitality Opera PMS Integration**

High Operational Costs – Incurring high fees for external cloud-based call center services and local call transfers.

✓ **Built-in Call Center**

Limited Staff Mobility – Staff across 140+ villas had insufficient mobility and connectivity, reducing responsiveness.

✓ **Linkus UC Clients**



Results



Control All in One

Simplified management with one system for all: PBX, call center, IP & analog telephony.



Huge Call Center Saving

Eliminated costly licenses; advanced features like Queue Panel, Wallboard, and Reports included with the PBX.



Streamlined Operations

Automated phone room settings, call accounting, and more when check-in/out from Opera PMS.



Enhanced Employee Mobility

All operational departments are now connected, improving internal communication.

Drostdy Hotel is a distinguished five-star boutique hotel. Blending elegant Cape Dutch architecture with modern luxury, the hotel offers refined accommodations and personalized service.

48 Rooms

20+ Employees

P-Series Appliance Edition



Drostdy Hotel



South Africa

Enhanced

Security

Improved

Front-desk Efficiency



Upgrading to Yeastar P-Series from our previous U500 has been a fantastic decision for our business.

loise Botha

Finance Manager & Fundraiser and
Communications Coordinator



Initially hindered by an outdated PBX that lacked PMS integration and security, the Hotel successfully transitioned its telephony to the Yeastar P-Series to achieve a future-proof, highly secure VoIP platform with native PMS capabilities to streamline front-desk operations.

Challenge & Solution

Challenge

Yeastar Solution

Outdated & Static Communication –

The old VoIP system couldn't keep with developing communication needs.



**P570
Enterprise Plan**

Inefficient Operations –

Calls and bookings managed manually with limited PMS integration.



PMS Integration

Security Deficiencies –

The old system couldn't provide adequate security.



Built-in Firewall for Access Control

Upgrade Disruption Risk –

Risk of disruption and downtime during core communication system upgrade.



Robust Technical Support

char

FIDELIO

ORACLE
Validated Integration
Oracle Hospitality

Jurudata
SERVICES

TiGERtms

The migration was smooth and hassle-free, with minimal downtime and the support has been outstanding.

loise Botha

Finance Manager & Fundraiser and
Communications Coordinator



Results



Future-Proof Communication

P-Series adapts as communication needs evolve, ensuring long-term technological viability.



Increased Security & Reliability

A more secure communication environment, safeguarding calls and sensitive information.



Streamlined Operations

Reduce manual processes and raise efficiency for reception staff to manage calls and bookings via the operator panel.



Hassle-Free Transition

Smooth migration with minimal downtime.

Cavern Drakensberg Resort & Spa is a three-star, family-run resort located in the foothills of the Northern Drakensberg, within the Amphitheatre World Heritage Site area, South Africa. The resort offers cozy rooms, a relaxing spa, various outdoor activities, and stunning mountain views.

55 Rooms

50+ Employees

P-Series Appliance Edition



Cavern Drakensberg Resort & Spa



South Africa

Mordernized

Management

Improved

Oversight



I'm very happy and satisfied with the Yeastar P-Series Phone System. I've recommended it to other business associates because it's the best and it truly works.



Struggling with an outdated system, the hotel successfully modernized its entire communication infrastructure by deploying the Yeastar P-Series, unifying legacy analog phones, new IP endpoints, and security gate controls into a single, user-friendly platform.

Challenge & Solution

Challenge

Yeastar Solution

Outdated System – The existing setup unable to support modern communication requirements.

✓ **P570
Standard Plan**

Multiple Device Integration – Gateways, IP phones, analog phones, door bells and other existing devices need to be integrated into the new system.

✓ **Seamless Integrations**

Inefficient Internal Coordination – Without a centralized system, staff collaboration was slow and difficult.

✓ **Paging and Intercom**

Limited Performance Visibility – Unable to monitor call activity or access real-time communication data.

✓ **Call Monitor**

Results



Modernized Management

Easy for staff to use and meets business needs 24/7.



Unified System

Seamless integration of existing devices reduces costs and streamlines security and meeting room operations.



Enhanced Efficiency

Rapid communication enables the team to coordinate more effectively across various areas of the business.



Improved Oversight

Real-time visibility into call traffic and system performance enables better management of operational efficiency.



Thank You

