Yeastar

How

Dana Bay Resort Connected **140+ Villas** & improved hotel operational efficiency to next level

Yeastar

The Background and Challenge:

Dana Bay Resort, the largest tourist destination in KSA's Eastern province, struggled with huge maintenance fees and upgrade issues with their old Alcatel Lucent PBX and complexity in managing a separate cloud-based call center.
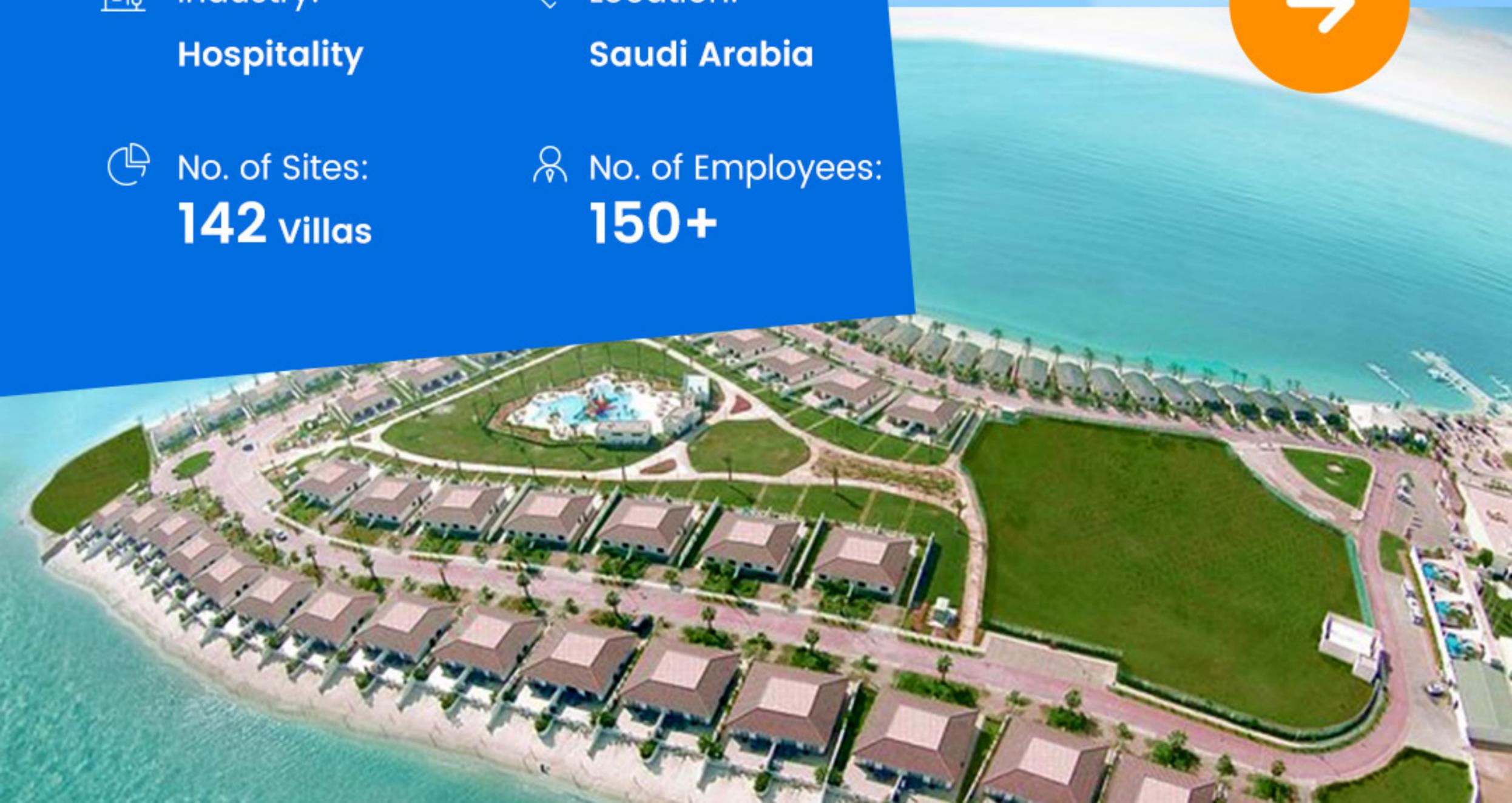
An all-in-one solution was needed to connect all sites and employees, streamline hotel operations, and significantly reduce OPEX and CAPEX.

Industry:
Hospitality

Location:
Saudi Arabia

No. of Sites:
142 Villas

No. of Employees:
150+

Yeastar

The Solution

Two P570 PBX in Enterprise Plan

Deployment Hightlights:

- Migrate from Alcatel Lucent PBX
- Retain & auto-provision existing room phones
- Connect all dispersed villas
- PBX Hot Standby & Real-time Failover

Favorite Features:

- Linkus Mobile Client
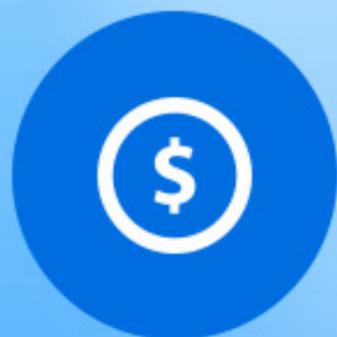- Integrated Call Center
- Oracle Opera PMS Integration
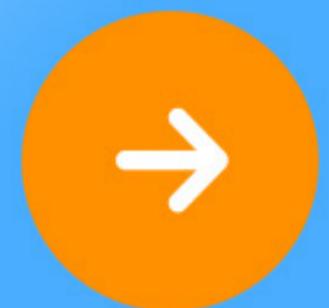
Yeastar

The Results

Streamlined Hotel Operations

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

Huge Call Center Saving

Elimated expensive call center license. Advanced call center features like Queue Panel, Wallboard, and Reports out of the box with the PBX.
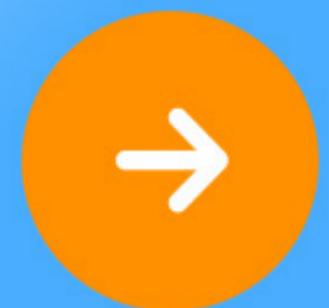
Yeastar

The Results

Enhanced Employee Mobility

Connected the receptionist, room managers, housekeepings, and others with Linkus mobile app. Free internal calls, chats, and more.

Control All in One

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

Yeastar

A 5-Star Solution for Hotels

"

Yeastar P-Series Appliance Edition

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

Bana Bay Resort

The largest tourist destination in KSA's Eastern province

🌐 www.yeastar.com | ✉ sales@yeastar.com