

How Wyndham Grand Replaced Its Legacy PBX and Improved Hotel Operations

Hospitality

Countries 90+

Properties 9,000+

WYNDHAM
HOTELS & RESORTS

Location: Istanbul, Turkey

Global HQ: Parsippany, USA

About Wyndham

Wyndham Grand Hotel Kalamış is a five-star flagship under **Wyndham Hotels & Resorts**, a leading global hospitality group. With **over 500 employees**, the hotel combines modern luxury with operational excellence, hosting guests from around the world for both business and leisure stays.

Challenge	Yeastar Solution	Results
PMS Sync Issue – Old Alcatel PBX couldn't sync with hotel PMS, causing slow check-in/out.	P570 + 2xD30 Ultimate Plan	✓ Instant Sync – Real-time PMS updates, faster front-desk flow.
System Failures – Frequent outages disrupted guest communication and operations.	Oracle PMS Integration	✓ Zero Downtime – Stable system, no more unexpected outages.
High Maintenance – Outdated hardware required constant IT support and spend.	Clear Web UI + Remote Access Service	✓ Reduced IT Workload – Maintenance simplified; less IT effort and faster issue resolution.
No Mobility – Staff stuck at desk phones, slower guest response.	Linkus Mobile Client	✓ Faster Service – Staff reachable anywhere on site.
High Renewal Costs – Legacy PBX charged heavy recurring fees with limited functionality.	All-Inclusive Pricing	✓ Cost Efficiency – Predictable spend, no vendor lock-in.

Team Favorites



Maintenance Made Simple

With remote management capabilities, service providers can handle updates and troubleshooting off-site – reducing IT effort and keeping operations smooth.



Unified departments

PMS integration + single communication layer connect front desk, housekeeping, and engineering in real time.



Mobile-first workflow

Linkus Softphone lets staff stay reachable anywhere on-site – no more back-and-forth to desk phones.



Predictable cost model

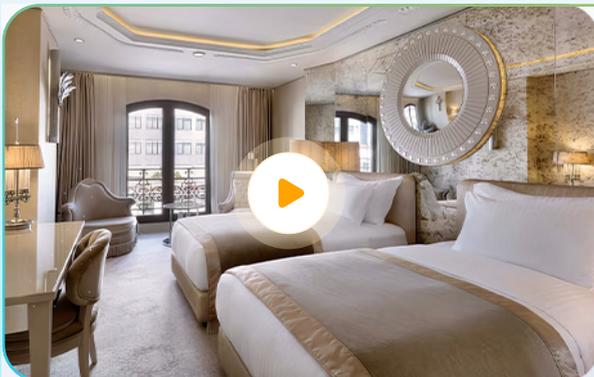
All-in-one UC plan that delivers transparent pricing and predictable long-term value.



We think about reducing system maintenance costs, having a user friendly management interface, avoiding recurring licensing costs every year etc.

Enes Yasin Tahta

Facility IT Manager, Wyndham Grand Hotel Kalamış İstanbul



Watch Wyndham Grand's full transformation story

See Case Highlights at Awards Ceremony →