Yeastar

Yeastar Helps Payfast Overcome System Instability and Improve Experience

Finance | Merchants 80,000+

payfast >
by network

⊚ **Location:** Western Cape, South Africa

About Payfast

Payfast, founded in 2007, is South Africa's leading online payment processor, serving individuals, small businesses, and large enterprises with secure and flexible digital payment solutions. The platform supports a wide range of payment options, including credit cards, instant EFT, and local payment methods, and currently powers over 80,000 merchants.

Challenge	Yeastar Solution	Results
Unreliability Concerns – Frequent service interruptions threatened operations and customer experience.	**Yeastar P-Series Cloud Edition + Enterprise Plan**	✅ **Enterprise-Grade Reliability** – 35 SIP trunks migrated seamlessly with zero downtime.
Restricted Mobility – Employees tied to desk phones, limiting flexibility and delaying call handling.	**Linkus Desktop Client**	✅ **Work Effortlessly** – Staff handle calls via softphones and headsets, ensuring seamless workflows.
Limited Control – Rigid management increases deployment complexity and operational risks.	**Web-based Admin Portal**	✅ **Self-Managed Operations** – Easy-to-use tools for effortless operations management.
Disjointed Workflows – Microsoft Office, Zoho CRM and PBX required constant switching, increasing operational friction.	**Microsoft Office and Zoho Integration**	✅ **Native User Experience** – Enterprise-grade calling directly within Microsoft Office and Zoho, allowing all tools to work seamlessly in one place.
Inefficient Call Handling – Complex workflows and manual configuration slowed operations.	**Centralized UC Platform with Call Flow Designer**	✅ **Boosted Agent Efficiency** – Create call flows and IVR routes in minutes, no technical skills required.

Team Favorites

Linkus Desktop Client

Enhances mobility and boosts collaboration for a 350-member team, improving overall efficiency with leading headset brands.

Smooth Migration Support

Comprehensive testing, demos, and hands-on support to accelerate migration and ensure a seamless experience.

> *"Moving over to the new systems was one of the smoothest and most painless migrations I have ever been through in my 22 years in IT.*

> *"P-Series is truly a user-friendly system designed solely with the customer in mind...How easy it is to design your IVR menus and integrate with Microsoft Office.*

We were having huge problems with our previous provider and we needed something more reliable. Ideally we wanted something that we could administrate on our own. We approached our CRM supplier DSL Telecom for suggestions and they recommended the P-Series Phone System. A few meetings and demos later we were sold and made the transition.

Kaylen Kensley
Information Technology Help Desk Supervisor, Payfast

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