

**BIGFOOT**  
EXPRESS FREIGHT

**400+**

Employees

**12**

Branches



South Africa

Transport Industry



# Customer Success Story



# The Background and Challenge:

BigFoot Express Freight, operating **12 branches** across Southern Africa with **hundreds of trucks**, faced major communication challenges. They needed seamless connectivity for over **5000 daily calls, real-time** productivity tracking for their call center, and efficient PBX management via an **Operator Panel**. With users on **softphones**, desk phones, and smartphone apps across Windows, iOS, and Android, and a **24/7/364** operation, downtime was not an option.

Real-time  
Wallboard

1

Softphone

2

24/7/364  
Monitoring

3



# P-Series Cloud Edition in Enterprise Plan

## Deployment Highlights

Easy to use, integrate and manage

- Unlimited user Call Monitoring: Operator Panel
- IP Phone & SIP Trunk Compatibility
- 99.99% Uptime & 24/7 Monitoring

Cloud



## Favorite Features

All-in-One App, Linkus UC Clients

- Anytime, Anywhere Audio Conferencing
- Seamless Call Flip Between Devices: Mobile, Web, PC



# The Benefits

Linkus softphone ensures seamless calls between branches and on the road.



Ensures reliable, uninterrupted communication critical for 24/7/364 operations.



Ensures smooth integration with existing infrastructure for hassle-free setup.



Real-time tracking tools to boost call center performance and efficiency.



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## "Very stable and reliable!"

*Implementing Yeastar's P-Series Cloud Edition has transformed our communication system, benefiting our 24/7 operations. We've seen significant improvements in efficiency and productivity with zero downtime. The real-time tracking and multi-device support have greatly enhanced our workflow.*



**RECOMMENDED**