Yeastar

How Rede D'Or Ensures Reliable Multi-site Medical Communications with Yeastar

Healthcare   States 10+   Staff 40,000+

REDE D'OR

👥 **Yeastar Partner:** UC Technology
📍 **Location:** Rio de Janeiro, Brazil

About Rede D'Or

As Latin America's largest hospital network, Rede D'Or operates over **76 owned hospitals and 61 clinics** across Brazil and requires highly secure communications for its critical healthcare operations. The network has adopted and is running the Yeastar solution, with 16 branches already successfully onboarded.

Challenge	Yeastar Solution	Results
Mission-Critical Reliability – Zero tolerance for communication downtime in life-saving environments.	P-Series Software Edition + Ultimate Plan	✅ **Guaranteed Uptime** – Dual redundancy (PBX Geo-redundancy + VoIP Gateways backup) ensures uninterrupted communication.
Large-Scale Legacy Migration – Complex, high-volume transition from Cisco legacy infrastructure.	Batch Auto Provisioning	✅ **Smooth Migration** – Accelerated device transfer, ensuring continuity for 200+ Fanvil units per hospital.
Cross-Department Coordination – Need for real-time communication between medical teams.	Native Microsoft Teams Calling App	✅ **Unified Workflow** – Seamless presence sharing and instant messaging.
Call Center Efficiency – Limited visibility into patient communication metrics.	Wallboard Performance Analytics	✅ **Faster Response** – Real-time monitoring for optimized resource allocation.

Team Favorites

Business Continuity

Built-in PBX high availability (HA) and gateway redundancy ensure continuous operation and business continuity for all high-stakes patient communication workflows.

Enhanced Secure Operations

Robust platform security and industry-standard encryption ensure full data integrity and GDPR readiness for sensitive patient communications.

Real-Time Performance Control

The Wallboard feature provides critical, dynamic metrics (call volume, wait times) for supervisors, enabling them to instantly optimize resource allocation and decision-making.

Seamless Staff Collaboration

Native Microsoft Teams Integration and Linkus UC Clients enable rapid decision-making by eliminating communication silos between doctors, nurses, and back-office staff.

> The migration from legacy to Yeastar was seamless, and the reliability has been exceptional. In healthcare, communication breakdowns are not an option, and Yeastar's redundancy gives us the confidence we need for patient care.

IT Leadership
Rede D'Or Hospital Network

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