

Sicoob Transforms Communications Across 100+ Cooperatives with Yeastar

Financial

Users 50,000+

Service points 4,600+



Location: Brasilia, Brazil

Sector: Cooperative Banking

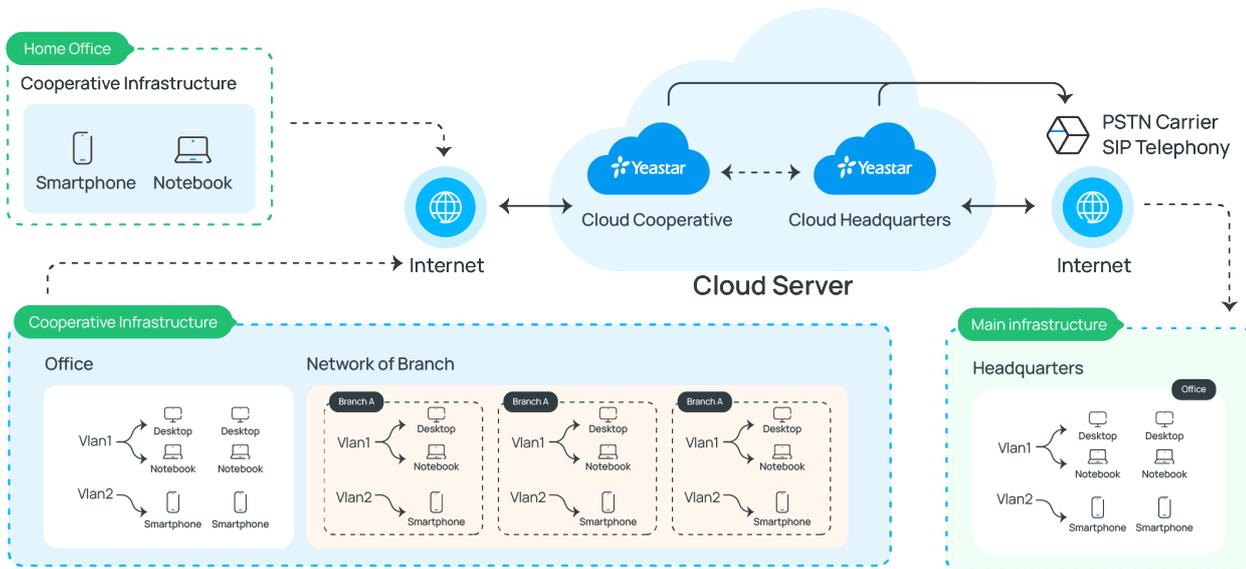


About Sicoob

Sicoob is Brazil's largest cooperative financial system, serving over **9 million members**. It was ranked the third best financial institution in Brazil by Forbes in the "**Best Banks in the World 2024**" list. For the Yeastar deployment, it is projected to onboard around **100 branches** this year, with 20 branches currently live.

Challenge	Yeastar Solution	Results
Fragmented Operations – Legacy telephony systems varied across 500+ subsidiaries, creating inconsistent workflows.	P-Series Software Edition + Ultimate Plan	✓ Unified Communication – Secure, seamless, across all locations.
Complex Connectivity – Multi-carrier reliance and diverse aging infrastructure require high-reliability local access.	Centralized Management + E1/FXO Gateways	✓ Guaranteed Reliability – Centralized management and financial-grade uptime.
Diverse Device & Collaboration Needs – A wide range of IP phones and headsets required unification under one consistent platform.	Microsoft Teams Integration + Linkus UC Clients	✓ Consistent User Experience – Elimination of communication silos.
Inefficient Management – Complex queue, wallboard, and extension provisioning across 420 distributed nodes.	Built-in HA/DR & Automated Management	✓ Reduced Operational Cost – Faster deployment and simplified central control.

How It Works



Team Favorites

Compliance-Driven Security & Uptime

Ensures business continuity with **rich built-in HA/DR** and **GDPR-ready data handling** for critical financial operations.

Enhanced UC Adoption

Enable seamless external and internal calling without leaving Teams interface through the embedded **Yeastar Linkus for Teams app**.

Call Center Efficiency

Empowers supervisors with real-time visibility and control through **the Wallboard and Queue Panel**, improving agent productivity, and overall service quality.

Rapid Feature Deployment

Minimize deployment time and training by swiftly **configuring extensions** and **simplifying daily management** through the intuitive portal.



Yeastar has transformed how we communicate across our cooperative network. What used to be fragmented and complex is now unified and simple to manage. The platform's resilience and integration capabilities make it ideal for financial services.

— **Válmison Amâncio dos Santos**

IT Technician, Sicoob

Watch Sicoob's full transformation story.

See Case Highlights at Awards Ceremony →