

Healthcare Customer Case Studies

For Patients Today,
For the Future Ahead.



Contents

Healthcare Customer Success Stories

01 General Hospitals & Groups

Rede D'Or São Luiz, Brazil

Beacon Hospital, Malaysia

Al-Mana Hospital, Saudi Arabia

Athens Hospital, Greece

Hospital Nacional José Agurto Tello de Chosica, Peru

Shoaa Medical Complex, Saudi Arabia

Medistra Hospital, Indonesia

Azienda Ospedaliero-Universitaria di Parma, Italy

02 Specialist Hospitals & Clinics

Premier Care Dental, United States

Alkahhal, Saudi Arabia

Ismile Dental Clinic, United Arab Emirates

CtrlZ – LIGUE MÉDICALE LASER, France

Genesis, United Arab Emirates

Cairns Eye and Laser Surgery, Australia

CERS ST RAPHAEL, France

Rumah Sakit Mata Undaan, Indonesia

Normah Medical Specialist Centre, Malaysia

Specialist Health Clinic EKO-PROF-MED, Poland

Bina Medika Hospital, Indonesia

Hibiscus Hospital Cato Ridge, South Africa

03 Public Health & Government Organizations

Las Piñas General Hospital & Satellite Trauma Center, Philippines

AUSL Parma, Italy

Bakti Husada, Indonesia

Leesbrook Surgery, United Kingdom

04 Wellness & Health Management

GlobeCare, Egypt

WellCare Health Maintenance Inc., Philippines

Meena Health, Saudi Arabia

Qualitas Healthcare Pte. Ltd., Singapore

SASCO Senior Citizens' Home, Singapore

05 Healthcare Ecosystem Partners

Shalom Laboratory Medical Diagnostic Center, Philippines

TRINA Bioreactives, Switzerland

Viengthong Pharmacy, Laos

ASESORAMIENTO MEDICO SIGLO XXI, Spain

B. Braun Medical Perú S.A., Peru

01

General Hospitals & Groups



Rede D'Or São Luiz

40000+ Staff

13 States

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.

200+ agents

supported with zero downtime under any circumstances.

Real-time synchronization

via Microsoft Teams integration for efficient collaboration.



The Challenge

Rede D'Or faced significant uninterrupted communication challenges in the emergency healthcare environment:



The migration from legacy to Yeastar was seamless, and the reliability has been exceptional.

IT Leadership
Rede D'Or Hospital Network

01

Mission-Critical Reliability

Zero tolerance for communication downtime in life-saving environments.

02

Large-Scale Legacy Migration

Complex, high-volume transition from Cisco legacy infrastructure.

03

Cross-Department Coordination

Need for real-time communication between medical teams.

04

Call Center Efficiency

Limited visibility into patient communication metrics.

From Solution to Results



P-Series Software Edition + Ultimate Plan

99.99% Guaranteed Uptime

Dual redundancy (PBX Geo-redundancy + VoIP Gateways backup) ensures uninterrupted communication.

Batch Auto Provisioning

200+ Fanvil Devices

Migrated per Hospital — Accelerated device transfer ensured seamless service continuity with zero disruption.

Native Microsoft Teams Calling App

Unified Workflow

Seamless presence sharing and instant messaging, enabling quicker responses and smoother internal communication.

Wallboard Performance Analytics

Faster Response

Real-time monitoring that ensures the right resources are allocated at the right time.

Team Favorite



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



Business Continuity

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



Real-Time Performance Control

The Wallboard feature provides critical, dynamic metrics (call volume, wait times) for supervisors, enabling them to instantly optimize resource



Enhanced Secure Operations

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



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.



Beacon Hospital

700+ Staff

100+ Beds

Beacon Hospital, a premier cancer specialist in the Asia One Healthcare network, modernized its operations with the Yeastar UC platform. This digital transformation streamlined workflows and enhanced cross-departmental collaboration, reinforcing their commitment to pioneering medical excellence.

300+ IP Phones

deployed easily, scalable for growing businesses.

99% Uptime

for reliable work-from-anywhere connectivity.



Category:
General Hospitals & Groups

Country:
Malaysia

Keywords:
Panasonic Migration

From Challenge to Results



The P-Series is praised for expanding the T31's functionality by providing a comprehensive Unified Communications (UC) platform enabling a flexible hybrid work environment.

IT Leadership
Beacon Hospital

Challenge	Solution	Results
Uncompetitive margin made it hard to stand out in the market.	✔ P570 + Enterprise Plan	Cost-effective while delivering feature-rich and evolving capabilities.
Legacy systems tether staff to desks, limited modern work mobility.	✔ Linkus UC Clients	Work securely from anywhere without being tied to desk phones.
Complex Web UI increased learning and operation costs.	✔ Intuitive UI Design	Streamlines workflows and reduces onboarding time for all users.
Old system lacked flexibility and slowed operations.	✔ Enhanced Call Center	Advanced call center features support modern healthcare needs.

Almana Group of Hospitals is one of the largest private healthcare providers in Saudi Arabia's Eastern Province, operating a network of hospitals and medical centers that serve **1.6 million** outpatient visits annually.

1300+ Beds

6500+ Professionals

P-Series Appliance Edition



Saudi Arabia

Al-Mana Hospital

With Yeastar PBX, Almana General Hospital overcame the extension limitations of its legacy system. The Linkus mobile client and ready-to-use configuration templates added flexibility, allowing the hospital to better meet the increasing demands of modern healthcare.

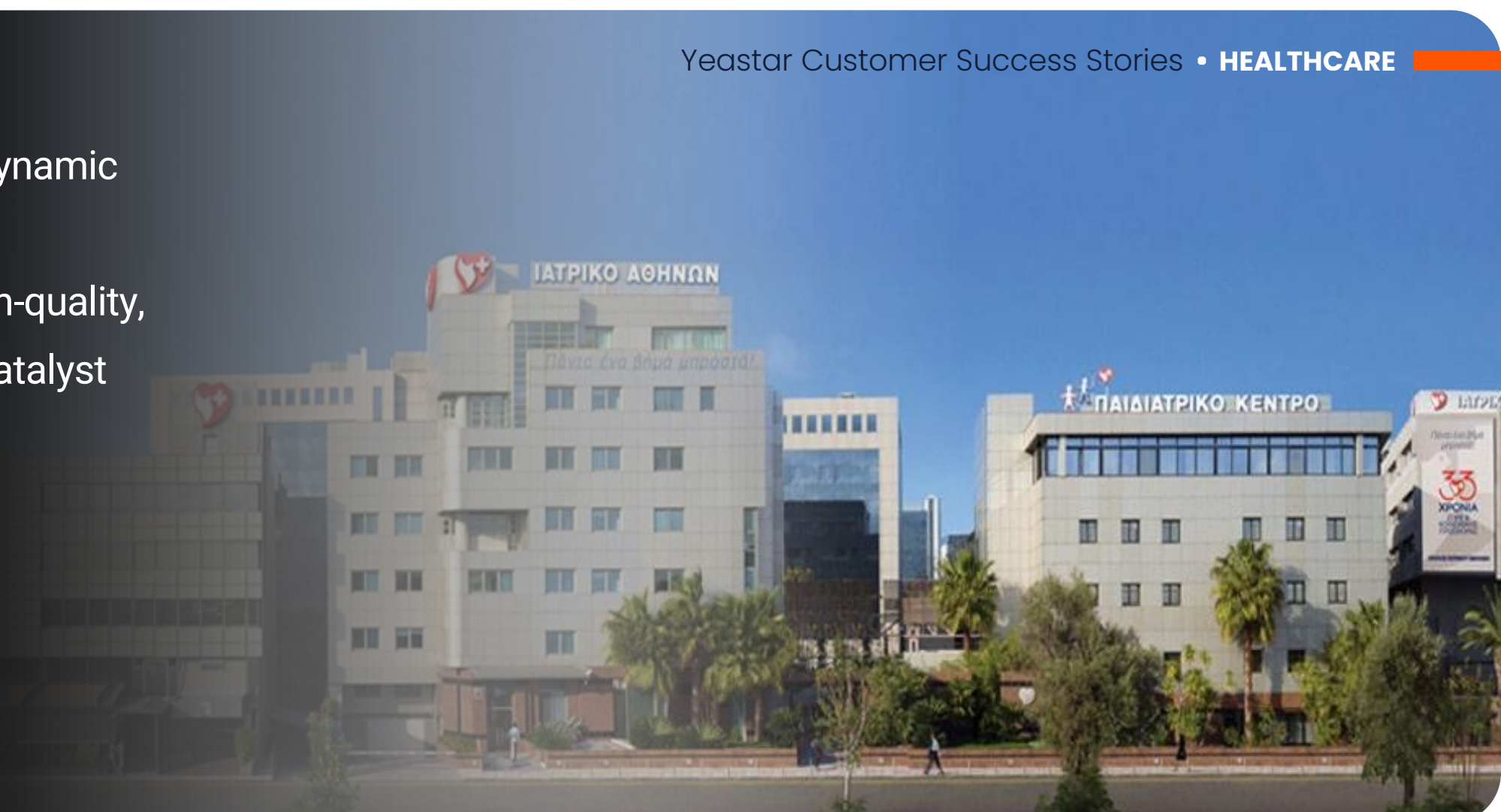


Athens Hospital, part of Athens Medical Group—one of the most dynamic healthcare organizations and a trusted provider of diagnostic and hospitalization services worldwide—is committed to delivering high-quality, integrated care through a patient-centered approach, acting as a catalyst for progress in modern healthcare.

60+ Beds

250+ Professionals

P-Series Appliance Edition



Greece

Athens Hospital

With Yeastar P-Series PBX, Athens Hospital replaced its legacy system with a more advanced, patient-centered solution while retaining existing infrastructure. It enabled seamless communication across multiple branches and improved overall operational efficiency.



Since its founding in 1986, Hospital José Agurto Tello de Chosica (HJATCH) has been a public healthcare institution under Peru's Ministry of Health (MINSA). As a community-level hospital, it provides essential medical services, outpatient care, and public health programs, ensuring high-quality care and humane treatment for local residents.

100+ Staff

40 Years Experience

P-Series Appliance Edition



With Yeastar P-Series, Hospital José Agurto Tello de Chosica upgraded from legacy PBXs, boosting overall efficiency. Enhanced call center features, broad compatibility, and a customer-focused partner approach improved collaboration, management, and communication flexibility, providing mobility for staff and delivering higher-quality, professional care to patients.



Peru

Hospital Nacional José Agurto Tello de Chosica



Shoaa Medical Complex, established in 1992 and part of Al Wattan Medical Group since 2000, is a multidisciplinary healthcare provider in Riyadh, Saudi Arabia. It offers comprehensive medical, diagnostic, and specialty services with advanced technology and skilled staff to deliver high-quality, patient-centered care.

300+ Staff

50+ Doctors

P-Series Appliance Edition



Saudi Arabia

Shoaa Medical Complex

With Yeastar P-Series PBX, Shoaa Medical Complex dramatically improved communication efficiency, especially for remote and cross-department collaboration. The system enables real-time, agile calls in critical emergency situations, enhancing mobility, flexibility, and unified operations, and delivering faster, more attentive patient care.

Founded in 1991, Medistra Hospital is a trusted private hospital known for high-quality, patient-centered care. Combining advanced technology with experienced specialists, it delivers safe, precise, and compassionate medical services while continuously enhancing the healthcare experience.

5M Patients Served

200+ Doctors

P-Series Appliance Edition

Indonesia

Medistra Hospital

Before deploying Yeastar P-Series PBX, Medistra Hospital struggled with low agent efficiency and needed an easy-to-use yet robust system. With Yeastar's call center features and Linkus UC Clients, agent efficiency has significantly improved, enabling the hospital to deliver more professional and high-quality patient services.



Azienda Ospedaliero-Universitaria di Parma is a leading teaching hospital in Parma, Italy, integrating healthcare, research, and medical education. It provides comprehensive diagnostic, emergency, therapeutic, and rehabilitation services, serving as a major regional hub for advanced and specialized patient care.

1000+ Beds

4700+ Staff

P-Series Software Edition

 Italy

Azienda Ospedaliero- Universitaria di Parma

With Yeastar P-Series Software Edition, Azienda Ospedaliero-Universitaria di Parma simplified remote user and teleworking management through a web-based call center without PC installation. Integrated with Audiocodes SBC SIP trunk infrastructure, the system enables flexible, centralized communication and improves collaboration across healthcare teams.

02

Specialist Hospitals & Clinics





Premier Care Dental

50+ Staff

4 Clinics

Premier Care Dental is a well-known mid-sized dental clinic in the U.S., providing high-quality, affordable care through a team of professionals. With Yeastar P-Series Cloud Edition, they achieved centralized multi-branch management and improved patient communication, enhancing the overall service experience.

**99.99%
Uptime
Guaranteed**

**Reduced
Support
Expenses↓**

Yeastar Customer Success Stories • **HEALTHCARE**



Category:

Specialist Hospitals& Clinics

Country:

United States of America

Keywords:

Allworx Migration

The Challenge

Legacy systems made it difficult for Premier Care Dental to ensure efficient and reliable communication across different clinics:



- 01 No Centralized Control** No unified portal to manage PBX systems across multiple locations.
- 02 Poor Call Management** Complicated operations create barriers to effective communication.
- 03 Limited Connectivity & Visibility** No cross-site visibility or real-time user status.
- 04 Unexpected Support Costs** Unpredictable expenses place constraints on long-term growth.
- 05 Restricted Mobility** No mobile app, difficulty registering handsets at remote locations, and poor call quality.

From Solution to Results



Yeastar Central Management

Unified Management

Manage all PBXs in one portal, improving efficiency and reducing system.

P-Series Cloud Edition

High Availability

99.99% uptime ensures stable inter-clinic communication with real-time remote visibility.

Robust Call Center with Operator Panel

Centralized Control

Centralized call handling provides full visibility and better control across all users.

Linkus UC Clients

Flexible Workflow

Highly compatible with major headset brands and the Google Chrome extension, simplifying multitasking and enhancing workflow efficiency.

Team Favorite



Premier Care Dental



Unified Management

Manage and monitor multiple clinic locations easily with a dynamic dashboard, get real-time user status, and reduce portal logins.



Powerful Call Management

Future-proof call features with a single operator panel improve visibility, streamline operations and boost staff efficiency.



World-Class Stability & Security

99.99% uptime ensures seamless communication, so critical calls are never missed in urgent medical situations.



Advanced Softphone

Linkus UC Clients compatible with major headsets deliver high-quality audio, ensuring excellent call clarity while enhancing user experience.



Alkahhal

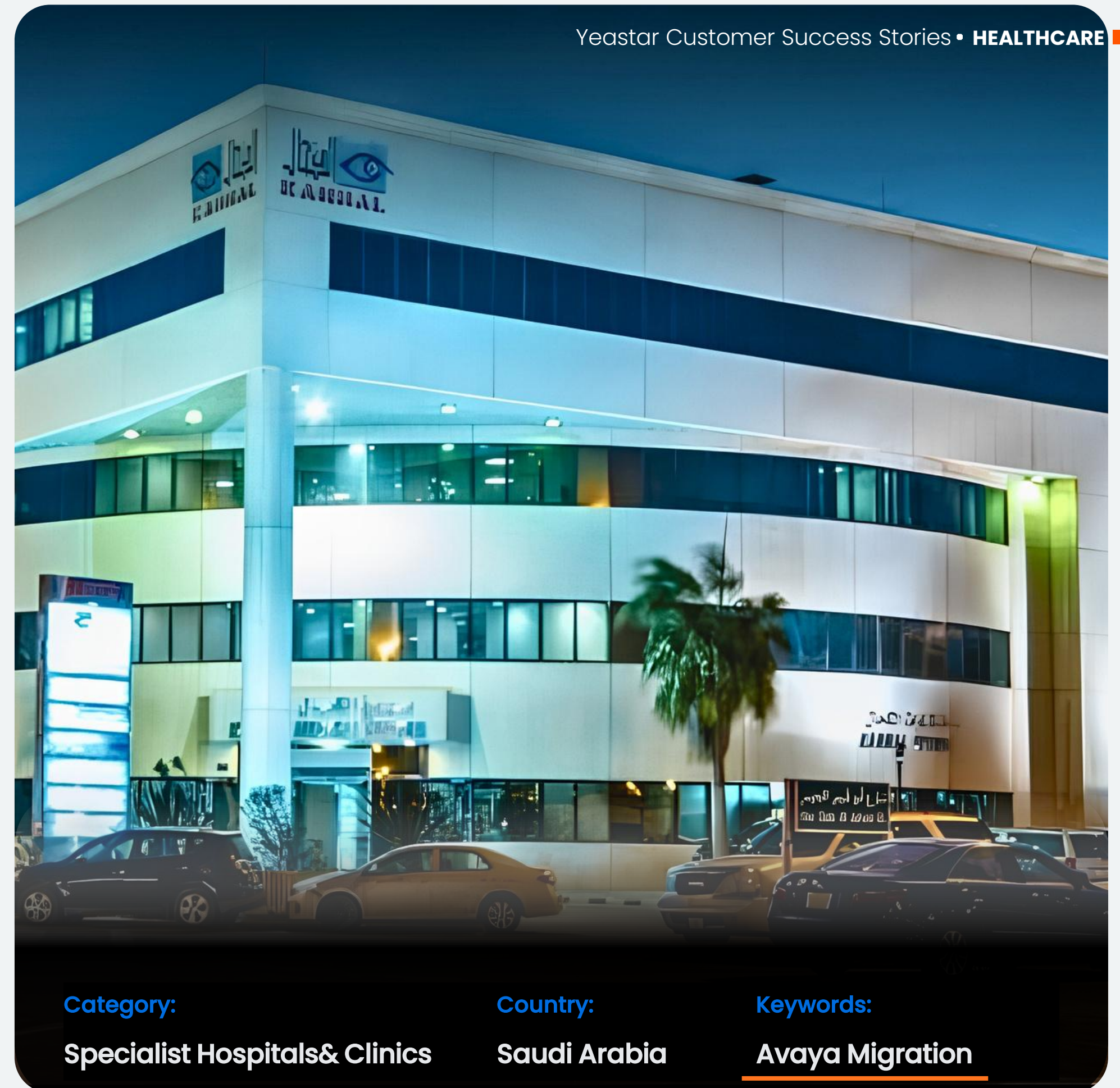
400+ Staff

30+ Doctors

As a renowned local ophthalmology hospital in Saudi Arabia, Al Kahal Medical Complex offers comprehensive eye care with a distinguished team of consultants. With the Yeastar phone system, they upgraded seamlessly to a future-ready communication platform, enhancing internal collaboration and improving patient care.

**Minimal
Migration
Effort ↓**

**Enhanced
Operational
Efficiency ↑**



Category:

Specialist Hospitals & Clinics

Country:

Saudi Arabia

Keywords:

Avaya Migration

The Challenge

Alkahhal faced both operational and financial challenges during the migration process:



One of our main challenges was that we had just renewed all of our telephones, which created a significant barrier to switching and risked major financial loss.

IT Leadership
Alkahhal Medical

01

High migration resistance

Recent investment in analog and Avaya IP phones made change difficult.

02

High upfront cost

Replacing all existing devices would require significant financial investment.

03

Cross-branch management

Difficulty in managing communications across multiple locations.

04

Operational inefficiencies

Legacy systems limited daily operations and workflow efficiency.

From Solution to Results



Hybrid Deployment via Trunk

Smooth Migration

Allows customers to retain existing phones while adopting Yeastar, protecting prior investments and ensuring a seamless transition without service disruption.

Linkus Mobile Client

Stay Connected Anywhere

Enables doctors and staff to stay in close contact and manage calls remotely, simplifying daily operations.

Centralized Call Center

Unified Management

Streamlines patient communication across all branches with advanced reporting features.

Team Favorite



The system improved communication across our branches, supported remote working, and reduced our overall communication costs. We now feel confident that our telecommunication platform is future-ready.

IT Manager
Alkahhal Medical



Cost-Effective Transition

Simple yet powerful technical solution ensures 99.99% uptime while keeping deployment and operational costs low.



Efficient Daily Operations

Advanced tools such as call reporting and IVR streamline workflows, reduce manual effort, and improve overall operational efficiency.



Close Internal Collaboration

Robust call center enables seamless communication between medical staff and patients in critical, life-saving environments.



Convenient Remote Working

Mobile client app with real-time access allows staff across branches to collaborate effectively from anywhere.



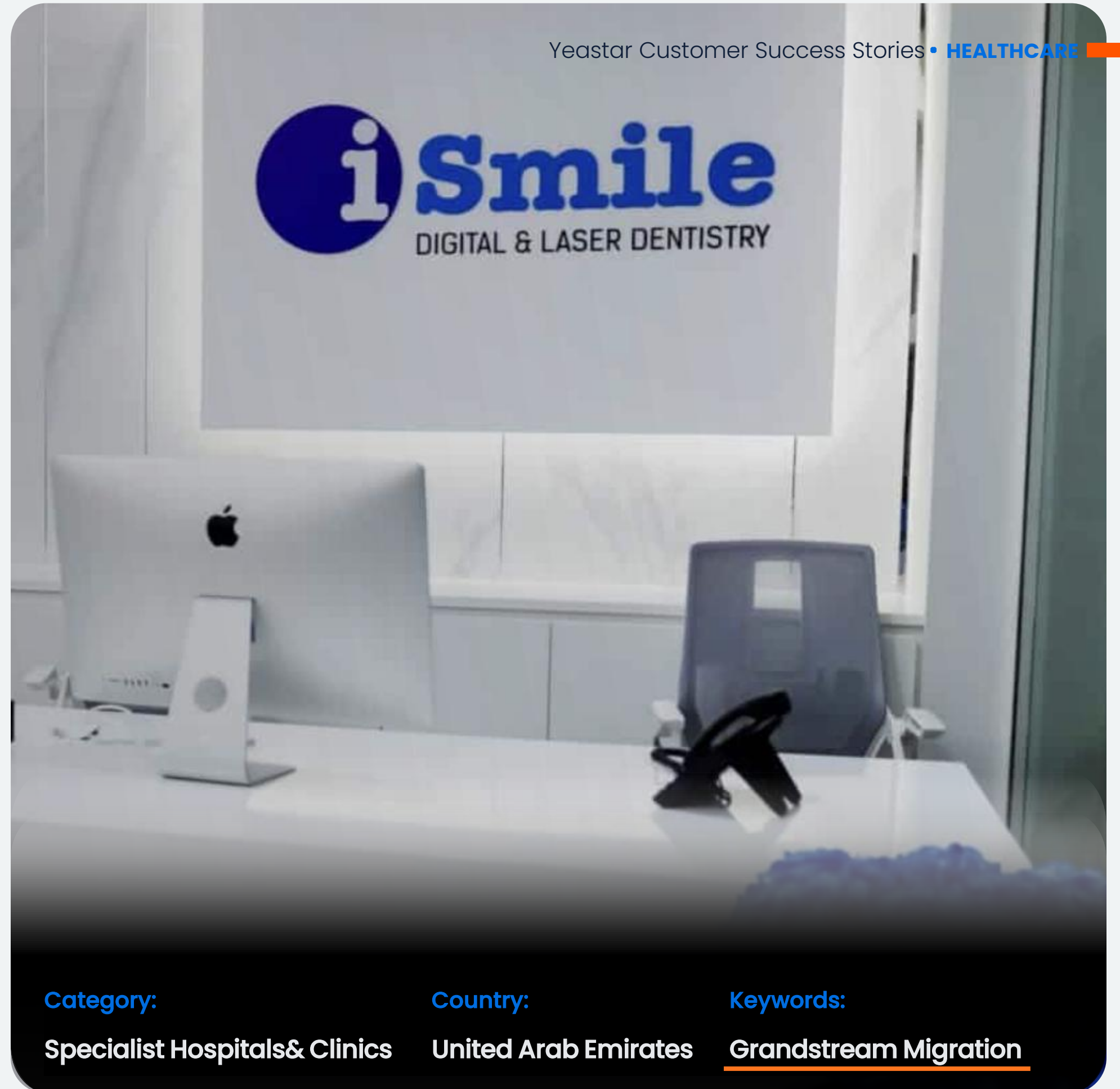
Ismile Dental Clinic

30,000 Patients Served

Ismile Dental Center, established in May 2015, aims to bring cutting-edge laser and digital dentistry to the region. Focused on personalized patient care, the clinic migrated to Yeastar P-Series PBX, enabling streamlined patient management, greater operational flexibility, and higher patient satisfaction.

**Enhanced
Patient
Management**

**Smart
Call
Handling**



Category:

Specialist Hospitals & Clinics

Country:

United Arab Emirates

Keywords:

Grandstream Migration

From Challenge to Results



Challenge	Solution	Results
<p>Difficulty managing patient records – Receptionists struggled to access patient history or log call details efficiently.</p> <p>Inefficient call handling – Traditional telephony slowed response to high call volumes and reduced professionalism.</p>	<ul style="list-style-type: none"> ✓ Zoho CRM Integration 	<p>Patient Management: Auto call journals, contact sync, and lead generation in Zoho CRM help track call history and assign patients to the correct department.</p>
<p>Agents restricted to desktops – Staff couldn't answer calls flexibly and missed calls when away from their desks.</p>	<ul style="list-style-type: none"> ✓ Enhanced Call Center 	<p>Smart Call Handling: Call queues and recording improve response, ensuring professional, consistent, and timely patient interactions.</p>
<p>Seamless transition between old and new devices – Downtime and disruption during system upgrades.</p>	<ul style="list-style-type: none"> ✓ Linkus UC Clients ✓ P-Series Appliance Edition+Enterprise Plan 	<p>Flexible Communication: Staff can make and receive calls via mobile, web, or IP phones, improving mobility and ensuring no missed calls.</p> <p>Smooth Migration: Centralized PBX with multi-line connectivity (GSM, analog, IP) ensures minimal downtime and continuous communication.</p>



CtrlZ – LIGUE MÉDICALE LASER

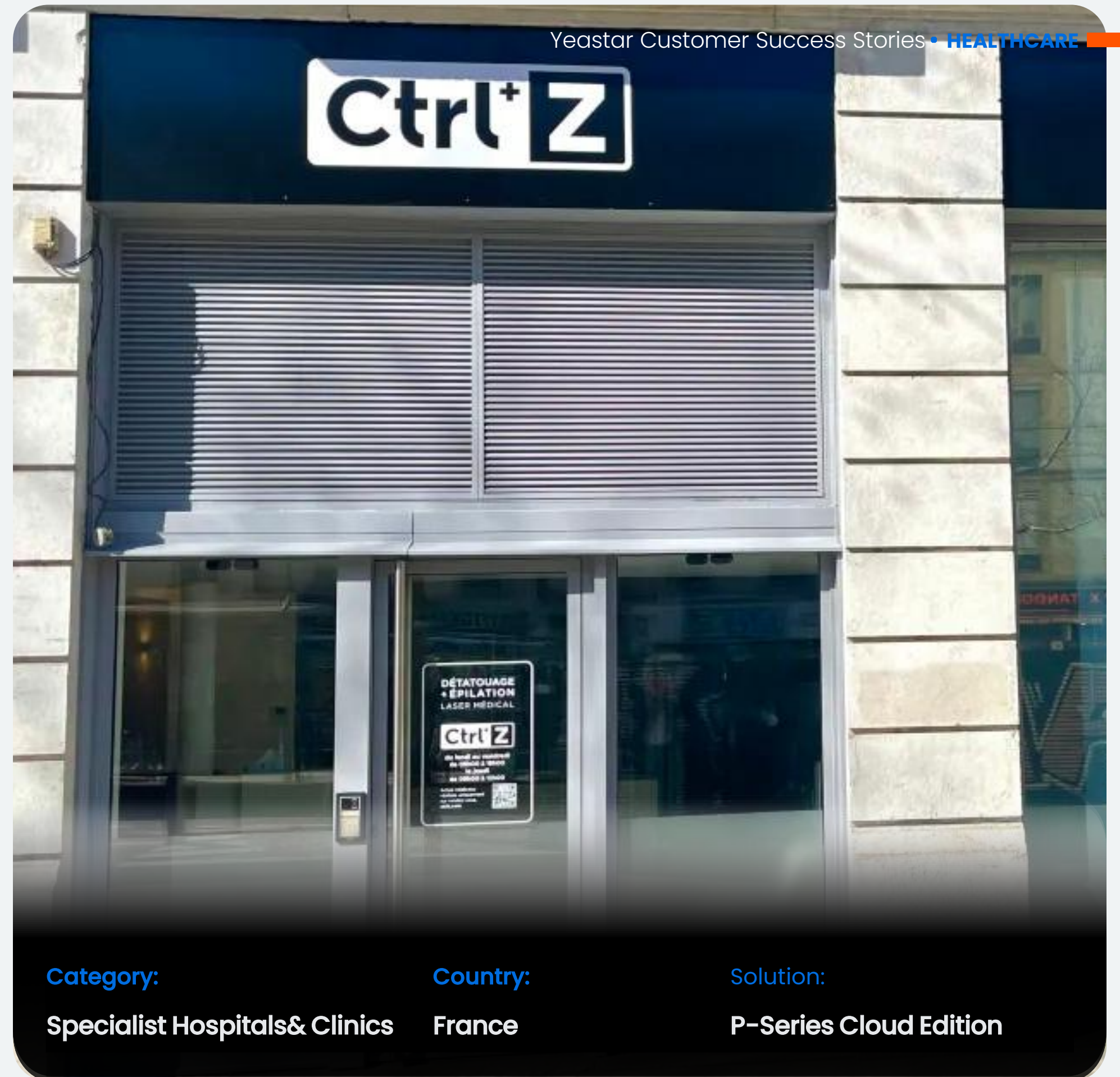
85 Branches

100+ Staff

CtrlZ connects teams of nurses across laser centers specializing in hair and tattoo removal throughout France, enabling access to medical consultation at any time. With the advanced Yeastar P-Series system, CtrlZ unified multiple branches into a centralized communication network, improving visibility, coordination, and overall operational efficiency.

**Centralized
Management**

**Rapid
Deployment**



Category:

Specialist Hospitals & Clinics

Country:

France

Solution:

P-Series Cloud Edition

From Challenge to Results



Challenge	Solution	Results
<p>Ensure smooth cross-site communication – Difficult to maintain seamless remote communication across all 85 sites in France.</p>	<p>✔ Remote Access</p>	<p>Remote & Cross-Site Management: Staff can monitor and control all sites in real time from a single dashboard, ensuring seamless interdepartmental communication.</p>
<p>Lack of centralized management – Unable to oversee all sites efficiently from one unified interface.</p>	<p>✔ Yeastar Central Management</p>	<p>Centralized Operations: Standardizes management of reception and communication across all sites, improving consistency and reducing administrative effort.</p>
<p>Time-consuming deployment – Long and complex setup leads to downtime and operational delays.</p>	<p>✔ Rapid PBX Deployment</p>	<p>Fast & Efficient Launch: PBX instances are deployed quickly, minimizing downtime, reducing disruption, and improving overall operational efficiency.</p>



Genesis

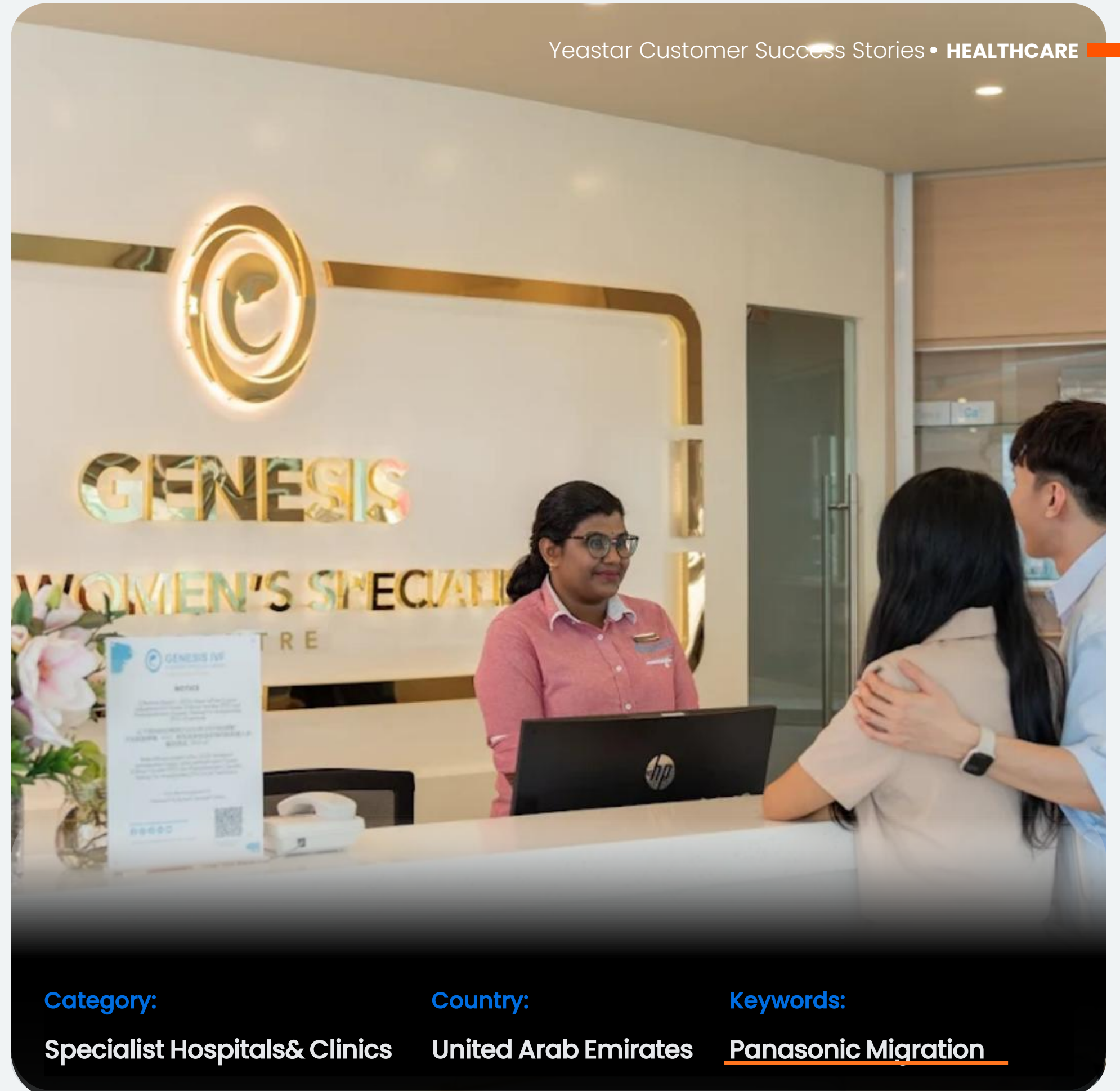
120+ Staff

Genesis, an experienced fertility clinic with a professional, close-knit team, is dedicated to providing compassionate care. With Yeastar P-Series PBX, the clinic automated workflows and enhanced internal collaboration, enabling staff to focus more on patients and strengthen the trust and relationships they build with each individual.

115+ IP Phones

via Linkus UC for seamless communication

Smart Call Management



Category:

Specialist Hospitals & Clinics

Country:

United Arab Emirates

Keywords:

Panasonic Migration

From Challenge to Results



Challenge	Solution	Results
<p>Dispersed and complex system – Hard to manage and maintain amid growing communication needs.</p> <p>Limited mobility – Staff restricted to desk phones, reducing flexibility.</p> <p>Rigid IVR management – Cannot automatically adapt IVR to business hours.</p> <p>Restricted remote work – Legacy system limits flexibility and cross-department collaboration.</p>	<ul style="list-style-type: none"> ✓ P-Series Appliance Edition+Enterprise Plan ✓ Linkus UC Clients ✓ Automated Business Hours with IVR? ✓ Mobility & Remote Access 	<p>All-in-One Platform: Centralizes advanced features like Call Center, Omni-channel messaging, and Teams integration, meeting modern healthcare needs.</p> <p>Flexible Workflows: Compatible with IP phones, enabling staff mobility and reducing dependence on desk phones for daily operations.</p> <p>Smart Call Management: Automatically sets IVR for departments and hours, improving patient experience and simplifying operations.</p> <p>Remote Collaboration: Enables staff to work across departments or off-site seamlessly, improving flexibility and operational efficiency.</p>

Cairns Eye and Laser Centre is a leading comprehensive ophthalmology practice in Cairns, Australia, offering advanced eye care including cataract, glaucoma, retinal and oculoplastic surgery.

- 30+ Staff
- 10+ Consultation rooms
- P-Series Cloud Edition



Australia

Cairns Eye and Laser Surgery



Once we switched over everything is working great!

IT Leadership
Cairns Eye and Laser Center



Centre Européen de Rééducation du Sportif (CERS) Saint-Raphaël is a Ramsay Santé rehabilitation centre in France, specializing in functional, orthopaedic, and trauma recovery for adults, with multidisciplinary care including physiotherapy, hydrotherapy, cryotherapy, and psychological support.

30+ Staff

Siemens Migration

P-Series Appliance Edition

 France

CERS ST RAPHAEL

After auditing its phone system, CERS Saint-Raphaël adopted Yeastar P-Series to replace legacy hardware and simplify call management. With Linkus softphone support, staff can communicate flexibly on the go. Scalable IVR, call queuing, and reporting streamline workflows, reduce workload, and enable faster, smarter patient service.

Undaan Eye Hospital, founded in 1933, is a Class B specialty eye hospital in Surabaya. With advanced diagnostic and laser facilities, it offers comprehensive eye care, including LASIK, retinal treatments, glaucoma, cataracts, and oculoplasty.

45+ Beds

200+ Staff

P-Series Appliance Edition



Indonesia

Rumah Sakit Mata Undaan

With Yeastar P-Series, Rumah Sakit Mata Undaan significantly improved call handling and communication efficiency, enabling rapid response in emergencies. Features like IVR and call reports automate workflows, reduce agent workload, and provide real-time insights into call quality, volume, and response times, supporting smarter management and enhancing patient care.



Founded in 1988, Normah Medical Specialist Centre (NMSC) is a not-for-profit private hospital in Kuching, Sarawak, Malaysia, owned by Sarawak Medical Centre Sdn Bhd. For over 37 years, it has delivered high-quality, comprehensive healthcare across the region, providing a safe and supportive environment for patient care and recovery.

130+ Beds

150+ Staff

P-Series Appliance Edition

 Malaysia

Normah Medical Specialist Centre

Thanks to Yeastar P-Series PBX, Normah Medical Specialist Centre achieved a seamless, zero-downtime transition, ensuring reliable communication. Linkus UC Clients enables remote, cross-department collaboration, improving flexibility, efficiency, and patient care anytime, anywhere.



The “Eko-Prof-Med” Medical Center Sp. z o.o., founded in 1998, has served Miasteczko Śląskie for **over 20 years**, providing healthcare services from primary care to dentistry and school hygiene, supporting the physical and mental well-being of local residents.

- 50+ Staff
- 25+ Specialists
- P-Series Appliance Edition



 Poland

Specialist Health Clinic EKO-PROF-MED

Compared to the legacy analog PBX, Yeastar P-Series PBX simplifies communication for Eko-Prof-Med. With queue management, call statistics, and seamless integration with medical systems, the hospital can monitor and control calls in real time, automate workflows, reduce migration friction, improve efficiency, and enhance both patient and staff experience.



RSIA Bina Medika Bintaro is an Indonesian hospital specializing in maternal and child healthcare, offering comprehensive services in promotion, prevention, treatment, and rehabilitation, and delivering high-quality, patient-centered care for women and children at every stage of life.

50+ Beds

150+ Staff

P-Series Appliance Edition



Indonesia

Bina Medika Hospital

After deploying Yeastar P-Series PBX, RSIA Bina Medika Bintaro significantly improved agent efficiency and ensured stable, uninterrupted communication. With a robust call center, the hospital can monitor and manage calls in real time, enhancing operational efficiency and patient satisfaction while delivering more reliable, patient-centered care for women and children.



Hibiscus Hospital Cato Ridge is a modern private hospital in KwaZulu-Natal, South Africa, located between Durban and Pietermaritzburg. Opened in 2020, it provides 24-hour emergency care, trauma, ICU, maternity, paediatrics, surgical services, pharmacy, and advanced radiology supported by multidisciplinary specialists.

50+ Beds

100+ Employees

P-Series Appliance Edition



Hibiscus Hospital Cato Ridge

With Yeastar P-Series PBX, Hibiscus Hospital Cato Ridge replaced its legacy system, reducing support complexity and licensing costs. It delivers stable communication, built-in call recording, and an intuitive Linkus web client for easy management, improving staff productivity, ensuring consistent call quality, and enabling smoother daily operations.



03

Public Health & Government Organizations





Las Piñas General Hospital & Satellite Trauma Center

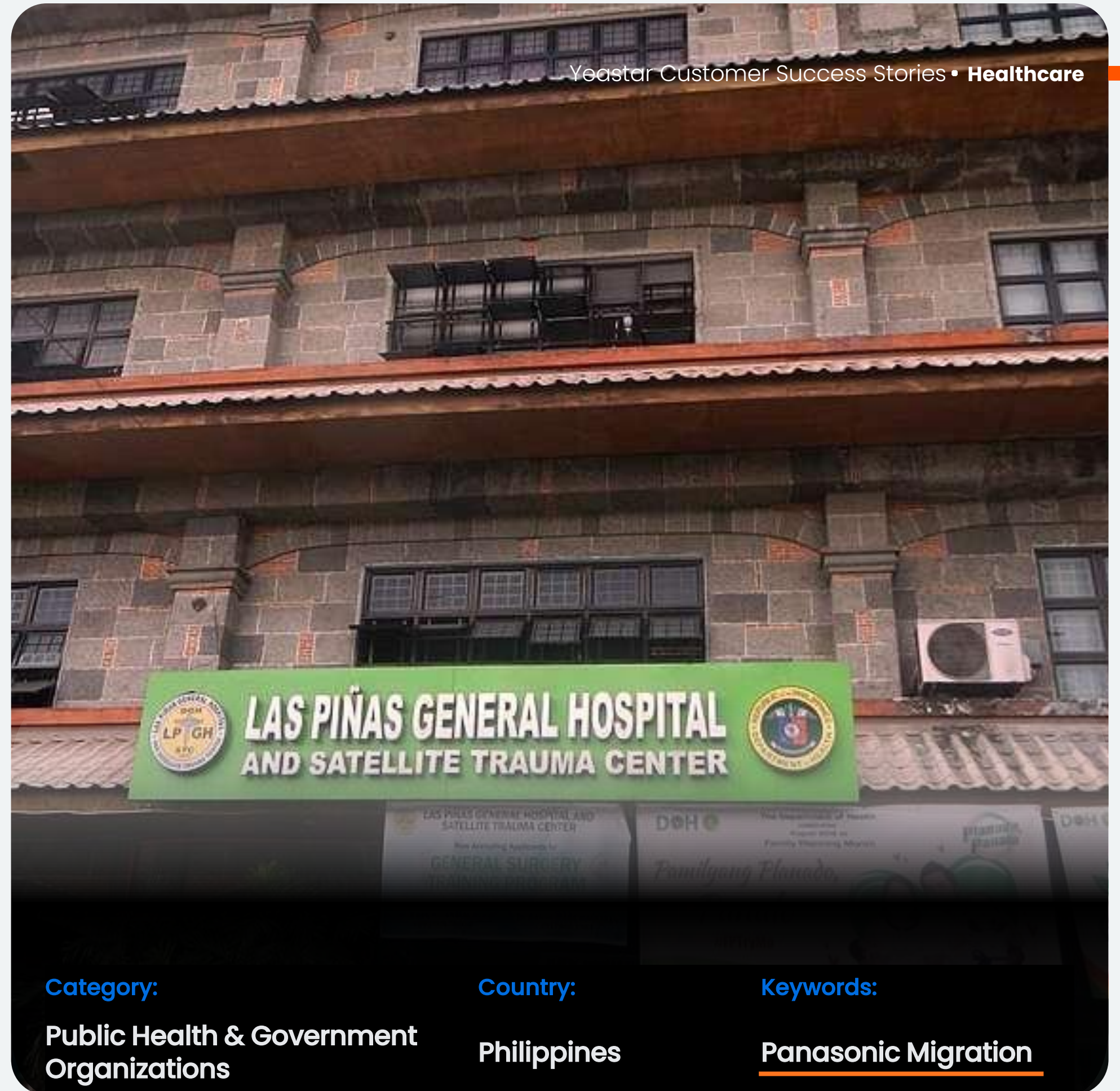
1100+ Staff

500+ Beds

Las Piñas General Hospital & Satellite Trauma Center is a multi-specialty facility in southern Metro Manila, Philippines, serving thousands of patients daily. With Yeastar P-Series PBX, it transitioned smoothly from legacy systems, supported expansion, and met growing healthcare demands while maintaining safe, high-quality patient care.

Maximum Scalability ↑

Fast Emergency Response ↑



Yeastar Customer Success Stories • Healthcare

Category:

Public Health & Government Organizations

Country:

Philippines

Keywords:

Panasonic Migration

The Challenge

Las Piñas General Hospital & Satellite Trauma Center urgently needed a more advanced and scalable communication platform to support growing healthcare demands:



The Yeastar P-Series PBX has been a game-changer for our hospital.

IT/Administrative Officer
Las Piñas General Hospital & Satellite Trauma Center

- 01 Lack of Scalability**

Legacy system cannot support the hospital’s growing communication needs.
- 02 Inefficient Emergency Response**

Unable to promptly notify all staff across different work areas during emergencies.
- 03 Fragmented Internal Collaboration**

Poor coordination between departments across old and new buildings.
- 04 High Migration Cost & Risks**

System switching may cause instability, making seamless and cost-effective transition challenging in critical environments.

From Solution to Results



P-Series Appliance Edition + TA Gateways

Scalable Integration

Unifies old and new buildings via SIP trunking, improving reliability and supporting future expansion.

Advanced Call Center

Enhanced Coordination

IVR, call monitoring, and recording ensure communication quality and reduce missed calls.

SIP Speaker Paging Integration

Rapid Emergency Response

Instantly broadcasts alerts across departments, reducing response time in critical situations.

Broad Compatibility with Phones & SIP Trunks

Seamless Hybrid Deployment

Integrates legacy and new systems, minimizing migration risks and protecting investments.

Team Favorite



Overall, the Yeastar P-Series gave us a hospital-grade communication system — reliable, scalable, and flexible enough to grow with our needs

IT/Administrative Officer

Las Piñas General Hospital & Satellite Trauma Center



SIP Speaker Paging

Integrated with Tonmind speakers to enable instant paging, patient announcements, and emergency alerts across departments, greatly improving response speed in time-sensitive situations.



Hybrid Extension Support

Combines 112 existing analog and 80 new IP phones in one system, allowing modernization without replacing legacy devices or increasing costs.



Robust Call Features

IVR hotline routes calls to the right departments automatically, while call monitoring and recording ensure service quality, accountability, and fewer missed calls.



SIP Trunking

Centralized trunking connects old and new buildings, improving system reliability and providing a scalable foundation for future expansion.

Azienda Unità Sanitaria Locale di Parma (AUSL Parma) is a public healthcare organization serving Parma, Italy, providing integrated primary, hospital, emergency, diagnostic, and specialist care with a focus on accessible digital health services.

45+ Municipalities served

2500+ Employees

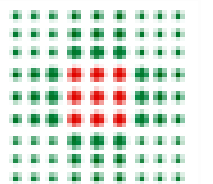
NEC Migration



Italy

AUSL Parma

Azienda Unità Sanitaria Locale di Parma (AUSL Parma) gradually replaced its legacy NEC 3C system with Yeastar P-Series PBX, enabling easy web-based access without installation and simplified configuration for seamless management. The solution supports continuous service expansion and flexible scalability to meet evolving healthcare needs.



Bakti Husada Hospital is a general hospital in Indonesia providing emergency, inpatient, outpatient, diagnostic, surgical, and specialist healthcare services. As part of the IHC network, the hospital focuses on accessible, patient-centered care supported by modern medical facilities.

P-Series Appliance Edition

100+ Staff

Indonesia

Bakti Husada

Bakti Husada Hospital enhanced communication with Yeastar P-Series PBX, enabling intelligent call routing and IVR, seamless multi-branch connectivity, and cost savings through VoIP. It improves staff efficiency, reduces patient wait times, ensures secure communication, and delivers a scalable, future-ready healthcare solution.



Leesbrook Surgery is an NHS GP practice in Oldham, UK, providing comprehensive primary healthcare services, including appointments, prescriptions, test results, child health, vaccinations, minor procedures, and chronic disease management, with access via online, phone, or in-person channels.

10,000 patients served per year

30+ Staff

P-Series Cloud Edition



 United Kingdom

Leesbrook Surgery

Leesbrook Surgery improved operations with Yeastar Hosted System. A virtual receptionist optimizes call routing, reducing wait times and missed calls. Staff can communicate from anywhere, supporting telehealth and flexible care, while scalable lines and extensions enhance efficiency, patient satisfaction, and future growth.



04

Wellness & Health Management





Globe Care

300+ Staff

GlobeCare is a leading provider of home-based and virtual medical services, delivering care across all specialties. With Yeastar P-Series PBX, GlobeCare can offer real-time virtual consultations via video, enabling specialists to provide personalized, reliable, and patient-centered care directly to patients at home.

**Rich
Ecosystem
Compatibility**

**Enhanced
Call
Center↑**

Yeastar Customer Success Stories • **HEALTHCARE**



Category:

Wellness & Health Management

Country:

Egypt

Keywords:

Grandstream Migration

From Challenge to Results



The Yeastar P-Series Phone System has greatly improved our business communications.... The system is reliable, user-friendly, and has been a perfect fit for our growing needs.

IT Leadership
GlobeCare

Challenge	Solution	Results
Existing communication platform incompatible with CRM and other tools	✔ Ecosystem Integration	All systems work on a single platform: Linking CRM, paging, intercom, and door access to streamline workflows and enhance service efficiency.
Limited ability to provide comprehensive care to patients at home remotely	✔ Video Conferencing	Real-time remote guidance: Enables specialists to deliver full medical consultations and patient care at home via secure video calls, improving patients' confidence.
Teams face delays and misalignment due to Remote and cross-department communication gaps	✔ Linkus UC Clients	Seamless Collaboration: Staff can communicate from anywhere in real-time, improving coordination and operational efficiency across departments.
Legacy systems unable to support modern healthcare communication needs	✔ Enhanced Call Center	Advanced Call Management: Features like call recording, reporting, and queue management improve service quality.

WellCare Health Maintenance, part of the Transnational Diversified Group (TDG), provides managed healthcare services across the Philippines. It offers accessible patient care, preventive programs, and member support through a nationwide network of hospitals and clinics, ensuring efficient and high-quality healthcare delivery.

P-Series Cloud Edition

20+ Staff



Philippines

WellCare Health Maintenance Inc.

WellCare Health Maintenance improved communication with Yeastar P-Series System, consolidating multiple telco lines into one platform with IVR, call queuing, and SLA management. With the Linkus app, staff can handle calls anytime, anywhere, enhancing efficiency, service quality, and patient satisfaction.



Meena Health is a comprehensive healthcare provider operating primarily in Saudi Arabia with multiple physical clinics and digital health services. It focuses on combining in-clinic care with virtual care, home healthcare, and occupational health to deliver patient-centered services.

P-Series Appliance Edition

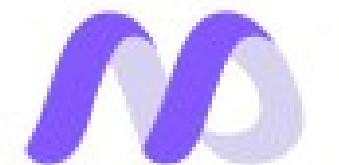
500+ Staff



Saudi Arabia

Meena Health

For Meena Health, Yeastar P-Series PBX simplifies deployment and daily use while enabling seamless communication and unified management across multiple branches and clinics in Saudi Arabia. Linkus Desktop and Mobile Clients allow Staff to address patient needs anywhere, anytime, significantly boosting efficiency and workflow.



Qualitas Health Singapore is a primary healthcare provider established in 2009, offering GP and dental services with dental laboratory support. As part of a regional healthcare network, it operates multiple clinics, delivering accessible, patient-centred care to local and expatriate communities.

200+ Employees

10+ Clinics



 Singapore

Qualitas Healthcare Pte. Ltd.

Qualitas Health Singapore connected 10–12 remote clinics using Yeastar P-Series System with Yealink devices and 5–10 SIP trunks. The all-in-one system enables seamless communication across multiple locations, supports remote operations, and provides a scalable, reliable solution for the growing healthcare network.



Singapore Amalgamated Services Co-operative Organisation (SASCO) is a non-profit established in 1933, providing elderly care, childcare, and training services. With Yeastar P-Series System, it improves staff mobility, streamlines workflows across multiple centres, and enhances overall operational efficiency.

P-Series Appliance Edition

7 Centres

80+ Staff

 Singapore

SASCO Senior Citizens' Home



05

Healthcare Ecosystem Partners





Shalom Laboratory Medical Diagnostic Center

100+ Staff 5 Branches

Shalom Laboratory Medical Diagnostic Center in Batangas City, Philippines, provides routine and specialized diagnostic services. With Yeastar P-Series PBX, it streamlines workflows, improves communication, and enhances efficient, patient-focused care across the region.

Scalable for Future Growth↑

Enhanced Remote Communication↑

Yeastar Customer Success Stories • HEALTHCARE

SHALOM DYNAMIC
HEALTH CARE CO.

Hematology | Clinical Micro
Immunology | Dr
2D Echo | Vascular Study (
Holter Monitor | T

Category: Healthcare Ecosystem Partners
Country: Philippines
Solution: P-Series Appliance Edition

The Challenge

Shalom Laboratory Medical Diagnostic Center needs a cost-effective, feature-rich communication solution for healthcare demands:



Overall, the Yeastar P-Series IP PBX has exceeded our expectations, helping us improve our operational efficiency and communication infrastructure.

Dr. Nilo Atienza

Owner of Shalom Laboratory Medical Diagnostic Center

01

Scalable for Future Expansion

The center requires a solution that can grow with additional users, extensions, and departments.

02

Cost-Effective Solution

A solution is needed that balances affordability with advanced features suitable for critical healthcare operations.

03

Mobility & Remote Access

Staff need reliable tools for long-distance or international calls and seamless collaboration with other medical professionals.

04

Feature-Rich & Customized System

The center seeks a communication system tailored to its specific operational and clinical requirements.

From Solution to Results



P-Series Appliance + TG Gateways

Easy Scalability

Expands communication systems without a full overhaul, supporting growth and additional users or departments.

All-Inclusive Pricing

Transparent Costs

Reduces telephony expenses, especially for long-distance calls during remote consultations, improving budget control.

Mobility & Remote Access

Flexible Connectivity

Staff can stay connected on-site or off-site, enabling seamless long-distance communication and collaboration.

Regularly Updated Features

Customizable Tools

Call routing, IVR, and voicemail transcription updated in real time based on feedback, enabling tailored communication solutions.

TRINA

TRINA Bioreactives

40 Countries Served

100+ Staff

Trina Bioreactives, a Switzerland-based biotech company with 30 years of experience, provides customized solutions for diagnostic manufacturers. By upgrading to Yeastar P-Series PBX, the company improved office flexibility, streamlined workflows, and integrated IP phones, SIP trunks, and intercom systems into one efficient platform.

**High
Compatibility ↑**

**Optimized
Call Flow ↑**



From Challenge to Results



Linkus is a game changer.

IT Leadership
Trina Bioreactives

Challenge	Solution	Results
<p>Outdated analog system – Legacy lines limited scalability and future expansion.</p>	<ul style="list-style-type: none"> ✓ P-Series Software Edition + Ultimate Plan 	<p>Scalability & Future Growth: Enables flexible expansion of users and features, providing a future-ready communication system that grows with business needs.</p>
<p>Inefficient call distribution – Uneven call handling overburdened agents, slowing responses and impacting customer experience.</p>	<ul style="list-style-type: none"> ✓ Call Routing & Queuing 	<p>Optimized Call Flow: Automated routing and queuing direct calls to the right agents faster, reducing wait times and minimizing customer loss.</p>
<p>Limited communication flexibility – Staff tied to desk phones, reducing efficiency and responsiveness.</p>	<ul style="list-style-type: none"> ✓ Linkus UC Clients 	<p>Enhanced Mobility: Staff can communicate anytime via mobile or web, improving responsiveness and ensuring seamless collaboration across teams.</p>
<p>Isolated systems – IP phones and trunks lacked integration, leading to inefficiency and wasted resources.</p>	<ul style="list-style-type: none"> ✓ High Compatibility 	<p>Unified Communications: Seamless integration with devices and providers enables smooth collaboration and significantly improves communication efficiency.</p>



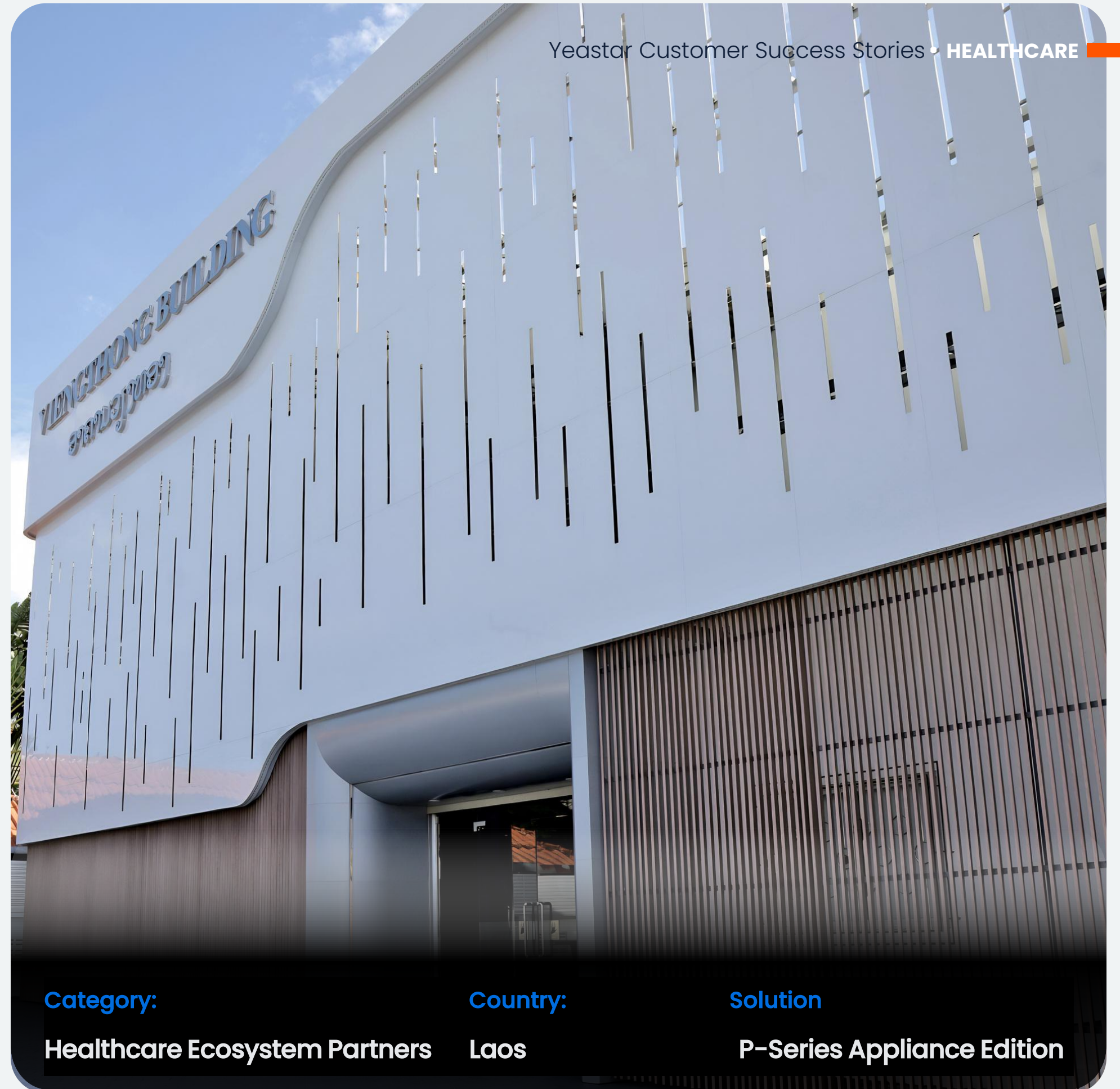
Viengthong Pharmacy

30+ Years Experience

500+ Staff

Established in 1992, Viengthong Pharma is a leading healthcare provider in Laos, delivering quality products based on customer needs. With Yeastar P-Series PBX, separate systems for calls, messaging, and conferencing were unified into a scalable, flexible platform, improving communication and supporting modern healthcare operations.

Improved Efficiency↑



Category:

Healthcare Ecosystem Partners

Country:

Laos

Solution

P-Series Appliance Edition

From Challenge to Results



Challenge	Solution	Results
-----------	----------	---------

Existing extensions limit future expansion

Complex and rigid communication system causing inefficiencies and high costs

Platform lack advanced features, cannot meet modern healthcare demands

✔ **P-Series Software Edition + Standard Plan**

✔ **Linkus UC Clients**

✔ **Future-rich System**

Scalability & Future Growth: Enables flexible expansion of users and features, providing a future-ready communication system that grows with business needs.

Mobility & continuity: Staff can communicate anywhere via desktop, mobile, or web, ensuring uninterrupted and flexible workflows.

Unified communications: Calls, messaging, and conferencing are managed in one platform, improving efficiency and enabling smarter communication.

Asesoramiento Médico Siglo XXI (ASESMED) is a Spanish company with **over 15 years of experience** in medical claims management for insurance providers. It specializes in coordinating diagnostics and treatments, reporting patient progress, and reducing waiting times through efficient service management.

500+ Employees

15+ years experience

P-Series Appliance Edition



Spain

ASESORAMIENTO MEDICO SIGLO XXI

ASESMED uses Yeastar P-Series System (P560) to support its communication needs. With call distribution, recording, and API integration, staff can work seamlessly via desktop and mobile clients. The system ensures no missed calls, streamlines workflows, and improves operational efficiency.

B. Braun Peru is a leading medical technology provider serving hospitals in Peru. It supplies parenteral and hemodialysis solutions, oral rehydration products, and medical devices, supported by modern facilities and a professional team dedicated to improving patient care and healthcare delivery.

450+ Employees

50+ years experience

P-Series Appliance Edition



■ ■ Peru

B. Braun Medical Perú S.A.

B. Braun Peru improved communication with Yeastar P-Series System for 200 users. With IVR-based call handling, call recording, and reporting, the system streamlines operations, enhances service efficiency, and enables centralized, reliable communication management.

B | BRAUN
SHARING EXPERTISE

Thank you!



 www.yeastar.com

 sales@yeastar.com

 +86-592-5503309