Yeastar VS GRANDSTREAM
CONNECTING THE WORLD

This document aims to thoroughly **compare Yeastar and Grandstream in the realm of Unified Communications (UC)**. Before we dive in, let's briefly introduce the two brands and their respective portfolios.

About Yeastar

Yeastar helps businesses realize digital values by making communications solutions easily accessible from ownership and adoption to daily usage and management. It goes beyond the standard PBX offerings and presents a comprehensive business phone solution and a suite of unified communications tools suitable for businesses of all sizes.

Product Portfolio

- Business Phone System (Appliance, Cloud, and Software)
- Unified Communications Applications
- VoIP Gateways

About Grandstream

Grandstream Networks manufactures IP voice and video communications equipment, video surveillance, gateways and analog telephone adapters (ATAs), and Asterisk-based IP-PBX appliances. It supplies small and medium businesses and consumers with open-standard SIP-based products.

Product Portfolio

- Wi-Fi and Networking Solutions
- Gateways and ATAs
- Facility Access and Surveillance Solutions
- Cordless Wi-Fi and DECT solutions
- Video and Voice Conferencing Solutions
- IP Voice and Video Telephony
- IP PBX Appliances

Why Yeastar over Grandstream?

In comparison to Grandstream, Yeastar exhibits exceptional competitiveness in various aspects of functionality:

#1 Call Center

- **Yeastar's Wallboard** presents up to 17 performance metrics through **customizable widgets**, presenting data in a visually impactful way. Wallboards of different queues can be displayed individually on separate browser windows, perfectly suited to real-life call center scenarios.

- More data is shown in **Yeastar's Queue Panel**, including real-time SLA and agent status. Queue managers can perform various call operations within the interface, such as call transfer, monitoring, drag-and-drop call dispatch, etc.

- Yeastar's call center solution consolidates all features into a **centralized** interface, enabling a fluid user experience without constant back-and-forth switching.

- Yeastar is already equipped with **omnichannel messaging** capability, supporting WhatsApp and SMS messaging. It plans to expand its digital channel options in 2024 to include live chat and Facebook Messenger.

#2 Web Client

- Users can access all features in Yeastar's web client without installing any additional apps.

- Users can benefit from **click-to-call** by installing just a single Yeastar Chrome extension.

- Yeastar's user and management portal can be quickly switched between with one click.

#3 Security

- Yeastar is equipped with **more security measures**, such as Outbound Call Frequency Restriction and Allowed Country IPs & Codes, providing a stronger defense with a wider scope.

- When connecting remote devices, Yeastar's **Remote Management** solution will ask for **bilateral** authentication between the PBX and the central management platform, ensuring a higher level of security.

#4 Remote Access

- Yeastar's **FQDN** also facilitates remote registration of SIP endpoints.

- Yeastar imposes no restrictions on the number of remote registered endpoints, the concurrent number of remote calls, or call duration.

#5 Provisioning

- Yeastar's **IP Phone Auto-provisioning** feature has **much fewer restrictions** on supported brands, providing pre-built templates for 270+ models from 10+ brands.

- In addition to IP phones, Yeastar also provides templates to **provision PBXs** in bulk.

#6
Yeastar employs **industrial-grade chips** in its hardware PBX, ensuring greater stability and reliability than those that use consumer-grade chips.

#7
Yeastar demonstrates its expertise as a **specialized UC vendor** through a broad product lineup that includes hardware, cloud, and software phone systems, which also reflects its perfect capability in serving projects ranging from start-ups to larger enterprises.

Yeastar

Yeastar vs. Grandstream: Key Attributes Comprison

	Yeastar	Grandstream
Hardware Architecture		
Chip	Industrial-grade	Consumer-grade
GSM Port	✔	✖
Interface Design	Modular and customizable	Fixed
Functionality		

UC Clients	**Linkus UC Clients**
	✔ Desktop and mobile clients
	✔ Web client (Users can access all features straight from the web.)
	✔ Google Chrome extension
	  • Yeastar Linkus for Google (Enable click-to-call on all web pages)
		Wave
		✔ Desktop and mobile clients
		✖ No web client solution
		
		✔ Google Chrome extension
		  • Wave for Google
		  • Wave Click2Dial Plug-in for Chrome
		✖ Both installations are required for click-to-call feature.

Call Center	✔ Operator Panel	✔ Operator Panel

	✔ Queue Panel
	  ✔ More data is presented, such as real-time SLA, real-time agent status, and agent pause reasons.
	  ✔ Drag-and-drop operation
		✔ Queue Panel
		  ✖ Real-time SLA, agent status, and agent pause reasons are not available.
		  ✖ Drag-and-drop operation

	✔ Wallboard
	  ✔ Widget-based and customizable. Users can add, move, resize, and delete widgets.
	  ✔ Supports data display for real-time, this month, and this week.
		✔ Wallboard
		  ✖ Non-customizable and non-widget-based
		  ✖ Only real-time data is displayed.

	✔ Call Reports
	  ✔ 19 native reports
	  ✔ Graphical dashboard
	  ✔ Scheduled report downloads
		✔ Call Reports
		  ✖ 4 native reports available (For additional reports, QueueMetrics integration is a must.)
		  ✖ Non-graphical dashboard
		  ✖ Scheduled report downloads

	✔ The entire call center solution is integrated into a single centralized interface.	✖ Call center capabilities are divided between web and PC desktop.

Yeastar

	Yeastar	Grandstream
Remote Access	✔ FQDN for web, Linkus, LDAP, API, and IP phone ✔ Unlimited on the number of remote registered endpoints, the concurrent number of remote calls, and call duration	✘ FQDN only for Wave ✘ Limitations on the number of remote registered endpoints, the concurrent number of remote calls, and call duration
CTI	✔ Supports both IP and analog phones	✘ Exclusive compatibility with Grandstream IP phones
System Administration		
User Permisson	✔ Role-based access control. Each role is assigned with different set of permissions. ✔ Customizable visibility permissions per user for company phonebook, system menu, and extensions	✘ All users have the same permissions. ✘ Doesn't support visibility permission settings
IP Phone Auto-provisioning	✔ Works with IP phone models from 10+ brands, including Yealink, Fanvil, Cisco, Snom, Grandstream (120+ models supported), etc.	✘ Exclusive compatibility with Grandstream IP phones
Central Management	**Yeastar Central Management (YCM)** ✔ Remote management • PBXs • Gateways • Cloud instances ✘ IP Phones ✘ Doesn't support real-time monitoring (Coming soon) ✘ Doesn't support remote troubleshooting (Coming soon) ✔ PBX provisioning	**Grandstream Device Management System (GDMS)** ✔ Remote management • PBXs • Gateways • IP Phones ✘ Cloud instances ✔ Real-time device and network monitoring ✔ Remote troubleshooting ✘ PBX provisioning
Reliability & Security		
Failover	✔ Hot Standby	✔ Hot Standby (Certain model requires an extra device)

Yeastar

	Yeastar	Grandstream
Disaster Recovery	✔ Disaster Recovery solution available ✔ Simultaneous deployment of a local Hot Standby server and a remote redundancy server, known as the "2+1" method.	✔ Disaster Recovery solution available ✘ Doesn't support the "2+1" method

Security	✔ Supports more security measures, such as
	  • Global Anti-hacking IP Blocklist
	  • Allowed Country IPs & Codes
	  • Outbound Call Frequency Restriction
		✘ Lack of support for the three measures listed on the left.

Warranty	✔ 3-year free warranty	✘ 1-year free warranty for the UCM62XX and UCM65XX series ✘ 2-year free warranty for the UCM63XX series
Remote Management	✔ Highly secure: Connecting a remote device requires bilateral authentication between the PBX and the central management platform (YCM).	✘ Prone to breaches: Connecting a remote device only asks for MAC addresses, and the prefix of Grandstream's MAC addresses can be readily found through online searches, adding the risk of connection hijacking.

System Openness & Integration

	Yeastar	Grandstream
Microsoft 365	✔ Microsoft Teams ✔ Outlook ✔ AD & AAD ✔ Admin configuration applies to all system users	✔ Microsoft Teams ✔ Outlook ✘ AD & AAD ✘ Individual users must download the add-in and install it by themselves.
CRM & Helpdesk	✔ Admin configuration applies to all system users ✔ Pop-up URL	✘ Individual user configuration required ✘ Pop-up URL
PMS	✔ Oracle Validated Integration	✘ Non-Oracle Validated Integration
Headset	✔ Supported on all clients	✘ Limited to the desktop client only
Intercom	✔ Hikvision, Dahua, Algo, and Fermax	✘ Exclusive compatibility with Grandstream intercom devices

Yeastar

Exclusive Features of Yeastar

/ Telephony Features

- Multiple routing strategies for one route
- DID configuration on an inbound route or trunk
- Outbound Caller ID Range
- Memory hunt ring strategy
- Missed call alerts in Ring Group

- Parked Calls to Group Voicemail
- Call Waiting in Queue and Ring Group
- Multicast Paging
- Scheduled Paging/Intercom
- Custom prompt for paging/intercom

/ Business Features

- AutoCLIP
- Allow/block calls to or from a phone number
- Music on Hold Streaming
- Outside Business Hours

- Function Keys on Linkus Web Client
- Customizable Hotkeys on Linkus Desktop Client
- Web-based Operator Panel

/ Call Center Features

- One unified web-based interface for all call center operations
- Drag-and-drop call management on the Queue Panel (switchboard)
- Queue Panel permissions for queue managers and agents

- Pause/unpause agent service with custom reasons
- Customizable Wallboard with 17 key performance metrics
- 19 types of Call Reports in graphical, downloadable formats
- Scheduled Call Reports

/ Administration Features

- IP Phone Auto Provisioning for non-Grandstream IP Phones
- Custom IP Phone Auto Provisioning Template
- Remote SIP Registration for non-Grandstream IP Phones

- User Roles & Permissions
- IPv6 support
- Import & export SIP trunks and inbound/outbound routes
- Granular controls over contact visibility and feature accessibility

/ Security Features

- TCP/UDP rules in firewalls
- Auto & Static Defense by Protocol
- System and Individual Blocklist

- Global Anti-hacking IP Blocklist
- Allowed Country IPs & Codes
- Outbound Call Frequency Restriction

/ Unified Communications Features

- Full-featured WebRTC client
- Presence synchronization across Linkus Web, Mobile, and Desktop Clients
- Auto-Switch Presence based on time

- Voicemail Transcription
- Pop-up URL
- Linkus SDK for voice calling

Choose Yeastar for Values that Endure

Value to Channel Partners

1 All-around Partner Enablement

Yeastar is deeply committed to its partners, providing solid enablement and support from day one. This commitment ensures that its partners have access to all the essential resources needed to succeed in the market and thrive.

- ✔ Free and prioritized technical support
- ✔ NFR, free demos & free trials
- ✔ Comprehensive training & certification program
- ✔ Dedicated project managers

3 Broader Potential Customer Base

Yeastar empowers its partners to tap into enterprise and public sectors and vertical markets like hospitality and education with confidence.

It is worth mentioning that Yeastar has successfully deployed a lot of enterprise-level projects, with the largest reaching 30,000 extensions.

2 Higher, Healthier & Protected Profit Margins

Yeastar's solutions are competitively priced, offering its partners adequate room to rev up profit margins through more flexible packaging, bundling, and customization options. Partner protection policies are in place to further ensure that its partners' efforts are rewarded.

4 Richer Product Portfolio

Yeastar, as a specialized UC vendor, showcases its expertise with a broad portfolio that goes beyond PBX hardware. With both **fully-hosted** and **self-hosted** voice solutions, Yeastar partner can add UCaaS to their portfolio and seize new opportunities from cloud communications.

- ✔ P-Series Appliance Edition (PBX Hardware)
- ✔ P-Series Cloud Edition (Hosted by Yeastar)
- ✔ P-Series Software Edition (Self-hosted on hardware server or virtualization platforms)

Value to End Customers

1 Enterprise-grade Reliability

Yeastar has a proven track record of delivering high-quality, reliable, and stable systems owing to the following key factors:

- ✔ Industrial-grade hardware components
- ✔ Rigorous software development and testing
- ✔ Hot Standby & Disaster Recovery
- ✔ 99.999% uptime for Remote Access Service

2 Continuous Product Updates

Yeastar regularly releases new features and updates to future-proof its solutions. Besides some 70 new features and enhancements for the P-Series Phone System, Yeastar is also setting foot on the contact center market with an ambitious roadmap for 2024.

3 Easier User Experience & Administration

Yeastar has crafted its user interface with a focus on simplicity and user-friendliness. This facilitates a short learning curve with no extra training required, bringing benefits to both users and system admins.

Yeastar

Summary

Overall, Yeastar excels over Grandstream in product functionality, offering robust feature competitiveness, superior user experiences, quality, and reliability. It dedicates a **focused** R&D team to the development of its UC portfolio.

Moreover, Yeastar allocates ample resources to provide exceptional customer service and support, with professional staff ready to assist.

Lastly, Yeastar holds a strong commitment to its partners. With a variety of benefits and opportunities, it is fully invested in fostering mutual growth and success in the long term.

Free Trial

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Product Catalog

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P-Series Phone System Brochure

(for End Customers)

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