



CUSTOMER SPOTLIGHT



TUXEDO JUNCTION

CONCERNS & OBJECTIVES

Tuxedo Junction has been a staple in the Buffalo community for over 55 years. Since 1969, the company has expanded several times, and today is among the largest formalwear providers in the U.S. Tuxedo Junction operates 11 stores in Buffalo, Rochester, Syracuse, Northern PA, and Northern Ohio and prides itself on outstanding customer service, with a large selection of men's suits and tuxedos for rental or sale. The New York locations include Amherst, Cheektowaga, Niagara Falls, Rochester, and Syracuse. The Pennsylvania stores are located in Erie and Pittsburgh. Ohio is home to stores in Niles, North Canton, and North Olmsted.

Tuxedo Junction engaged AIS Buffalo to construct a new all-encompassing solution that its member stores could utilize for greater call handling, improved mobility options within the store, and simpler, more comprehensive administrative tools while saving the company money in the process. One of Tuxedo Junction's goals was to eliminate the high cost of varied, unreliable internet services, software refreshes, and ongoing, constant maintenance. AIS also set up improved and more cost-efficient internet services for its stores.

AIS SOLUTION



The AIS team recommended its CX Connect unified communications solution, for each of the 11 retail operations. The staff have seen a significant upgrade to its system reliability. Member stores have the ability to move throughout the facility maintaining internal and external communications. System support continues to be provided by AIS and Tuxedo Junction now has menu-driven admin tools to make any immediate and necessary moves and changes on the fly.

"The team at AIS provides us with outstanding customer service and is readily available when we have questions and/or concerns. We highly recommend them."



Randy Krueger, President