



**AIS**  
ALTERNATIVE INFORMATION SYSTEMS

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Your Local Cloud  
Communications Provider





AIS is a leading WNY Technology Provider. As a UCaaS provider, we are continually evolving to offer the best products and services in the industry such as Hosted VoIP, SMS, Chat, Video Conferencing, Screen Share, Contact Center, and Mobility features. Our infrastructure is geo-diverse with active-active redundancy and each extension is dual-registered. We have two physical data centers in NJ and FL and two cloud hubs in Virginia and Iowa: Virginia built in Google Cloud & Iowa in AWS.

 CX Connect  
**Features**



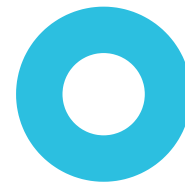
**Video Meetings**

Facilitate up to a 25 person video conference including Video, Voice, Text Chat and Screen Sharing.



**Call Center**

Set up call queues for offices with longer than normal holding times. Comes with detailed reporting.



**Call Recordings**

Store call recordings for up to one year, and access them directly from your web phone.



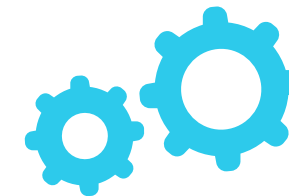
**CRM Integration**

Integrate with over 200+ CRMs including Salesforce, Hubspot, ConnectWise and more.



**Mobile App**

Chat, SMS, see if colleagues are online, and adjust answering rules all while you're on the go.



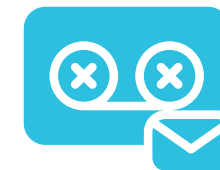
**Automated Attendants**

Automatically greet callers and route them anywhere. Easily customizable through the web portal.



**Fax to Email**

Full HIPAA compliant solutions with the ability to send and receive faxes from your email or our online portal.



**Voicemail to Email**

Have voicemails delivered right to your email, complete with caller ID, .wav file, and full text transcription of the voicemail.



# Why Cloud Communications?

Proactively protect your workforce from illness (and distraction!) by calling AIS and learning more about how Unified Communication and VoIP platforms will keep your employees happier, healthier, and more productive throughout the year. With AIS's CX Connect, you can work from anywhere!

- ✓ Work Flexibly
- ✓ Unified Tools
- ✓ Low Cost



# Infrastructure

## Active-Active GeoDiverse

**AIS** uses geographically diverse data centers across the country to maintain service in case one facility has a power outage. That means if we lose power due to a hurricane in Florida, another location will take over seamlessly. And your customers will never know.

- No impaired service
- Data Centers in Florida, New Jersey, Virginia, and Iowa



# The Local Difference



## Direct Access

No long hold times, or having your call bounce around. 34 years serving WNY businesses, a local support team whenever you need us.



## Local Presence, Local Support

As your local provider, we invest in learning as much as possible about your business so that we are better prepared to make help meet any communications challenges you face.



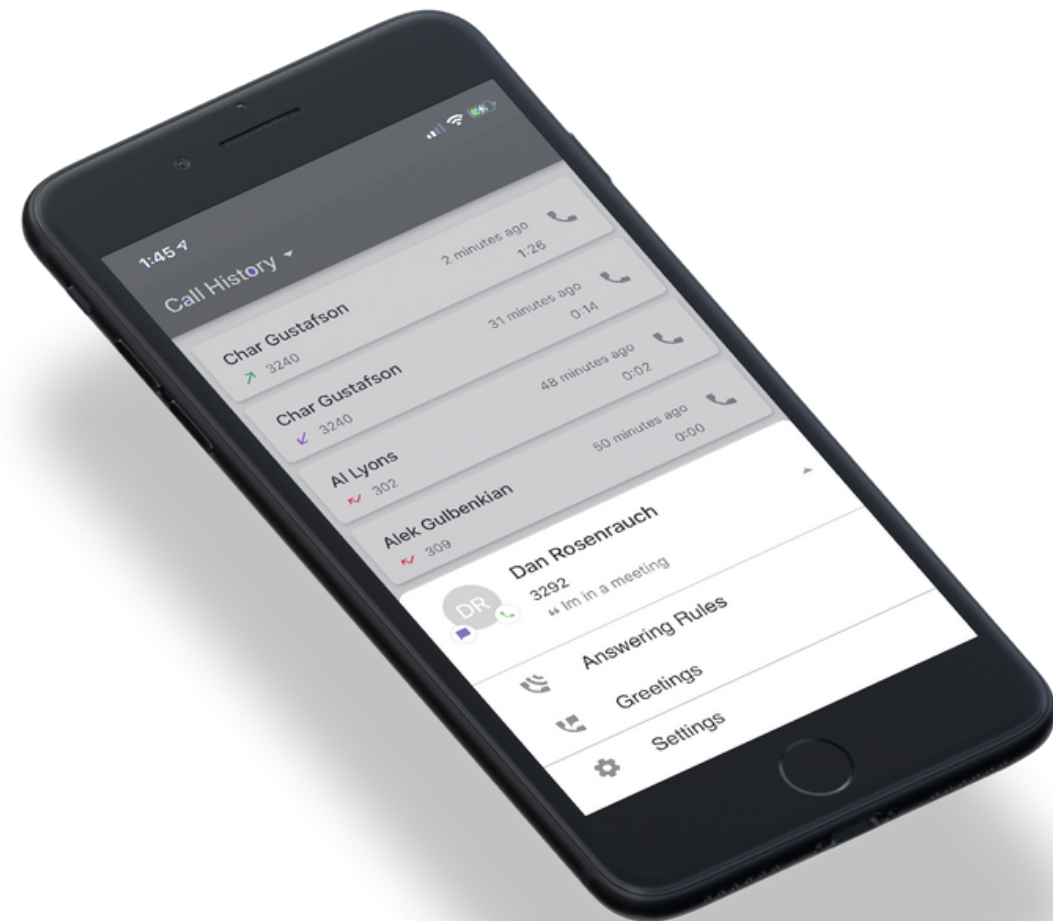
## Dedicated Attention

Our team is ready to help troubleshoot any hiccup you may run into. A dedicated support team covering all of WNY to provide any help needed to put you and your team at ease.



## AIS Offers Flexible Programs

Choose our monthly program that fits best - you can rent, or purchase phone devices, or bring your own approved device.



# Mobile App

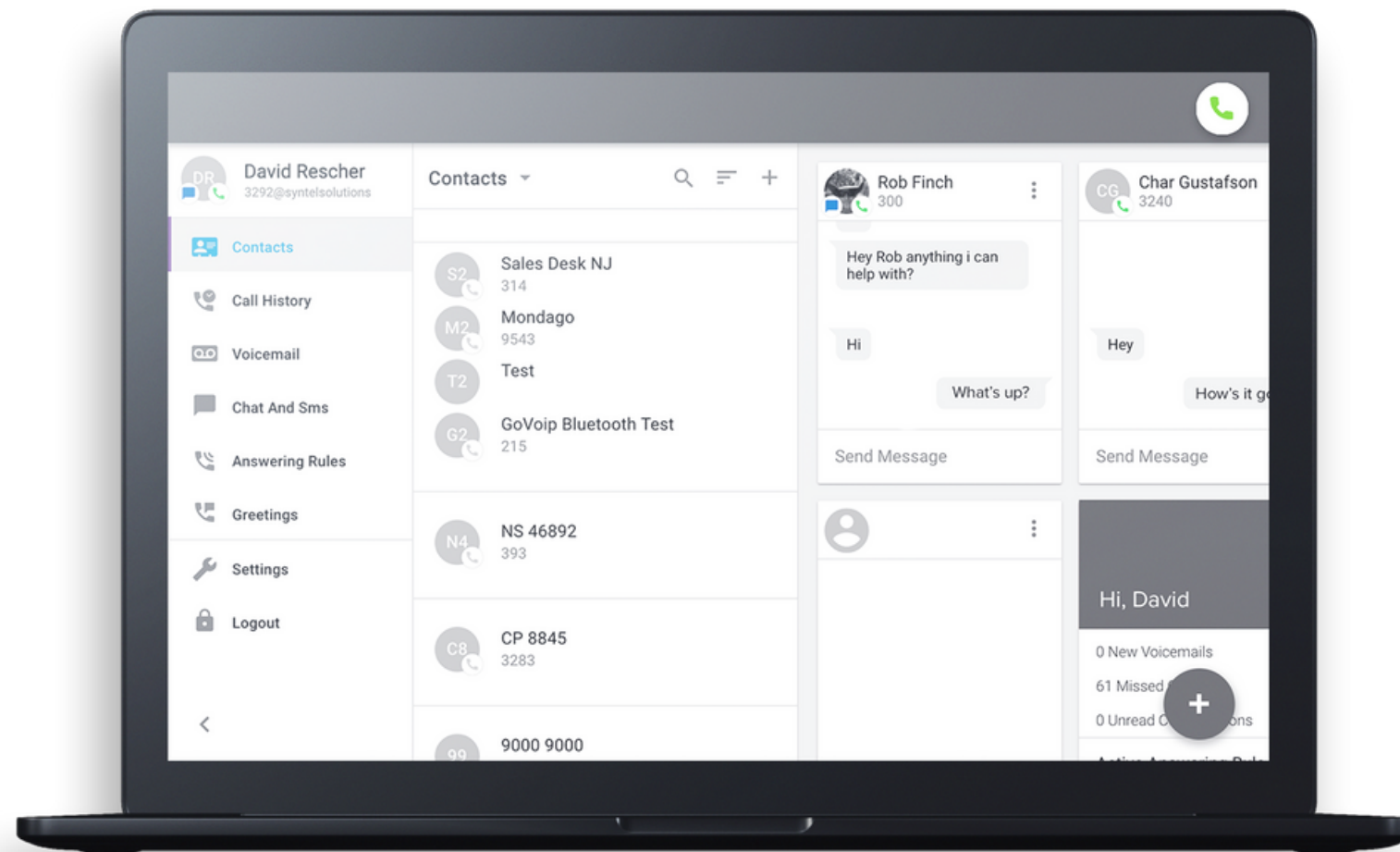
Never miss a call with AIS's mobile app. Your office phone will ring your mobile phone through the app.

- SMS + MMS
- Manage Answering Rules
- See Coworker Online/Offline Status
- Visual Voicemail
- Chat with Your Team
- Use Office Caller ID for Outbound Calls
- Transfer Calls Just as you Would from Desk phone

# WebPhone

Make and receive calls through AIS's online WebPhone. Chat with your team, make calls, and view call history all in one place.

- Customizable Views
- At-a-glance View of Team Communications
- Set up and Edit Answering Rules
- SMS/MMS Text Message
- Voicemail to Text
- File Sharing via Chat and SMS
- Group Messaging in Chat and SMS







# Video Conferencing

AIS's Video Conferencing option supports up to a 25-person video conference including Video, Voice, Text Chat and Screen Sharing.

- File Sharing
- Active Speaker Detection
- Guest Invitation Links
- Chat and Participant List
- Full Screen Mode
- Selectable Layouts

# Microsoft Teams Integration

- User-friendly Functionality
- The Best Voice Solution Combined with MS Teams Chat, Meetings, Collaboration
- AIS offers Flexible Choice of Plans and Devices
- Special Pricing for Government and Non Profit





**(716) 831-9929**



**[www.aisbuffalo.com](http://www.aisbuffalo.com)**