



CUSTOMER SPOTLIGHT



RONALD MCDONALD HOUSE CHARITIES OF WNY

CONCERNS & OBJECTIVES

Ronald McDonald House Charities of WNY, Inc. (RMHC of WNY) is part of the RMHC global network that serves nearly 6 million children and families annually.

Since opening its doors in 1983, the Buffalo Ronald McDonald House has welcomed more than 21,400 families from New York, surrounding states, and outside the USA, providing them with safe, comfortable lodging while their child receives medical treatment in Buffalo. Ronald McDonald House and AIS Buffalo developed a plan to upgrade its business telephone system to a more advanced system, capable of key ingredients:

- Provide reliable service 24x7
- Integrate existing IP Phones
- Provide select staff with mobility enabling greater flexibility
- Enable speech transcription of voice messages
- Ensure phone service availability to families staying at the facility

AIS SOLUTION

AIS was able to deliver an upgrade to its CX Connect, a fully redundant system, with service provided from multiple datacenters. RMH's Mitel desktops were re-utilized, saving tremendous expense. The system's softphone operation provides select users with availability of service using iOS and Android devices, where messages may be reviewed in a text format, allowing more efficient operation.

Kathy Fuchs, Chief Financial Officer, RMHC of WNY:

"David and his team made the transition very easy. With AIS, we were able to keep our current equipment, which saved our organization upfront expenditures. Monthly plan savings are close to \$1,400 per year. As an AIS customer, we avoid many federal taxes and charges, and do not pay for sophisticated features that are rarely used. Key features that help our business function include the virtual receptionist, voice email transcriptions, and individual call forwarding. Support response time is immediate. Highly recommend."

