

Providing Reliable Connectivity and Support for Health City

After receiving inconsistent internet due to interference with neighboring businesses, Health City began the search for a reliable connection, supportive customer service reps and internet backup solutions. Once they connected with **DOCOMO PACIFIC**, they found exactly that. Three years later, they haven't looked back.

BACKGROUND

Health City is a retailer and wholesaler of supplements. As the only business of its kind in Guam, it manages both a brick-and-mortar building and an online website, selling supplements, drinks, equipment and apparel.

The Health City team required reliable phone connectivity for over-the-phone orders and consistent internet connection for their point-of-sale (POS) system and online orders.



THE PROBLEM

When the Health City team approached our sales team, they had been working with a competitor. However, they decided to search for a new solution due to **inconsistent internet service** and connectivity interference with neighboring businesses.

The owner of Health City, Domer Gabriel, had been using phone and internet services from DOCOMO PACIFIC for personal purposes, so he already knew that our team provided outstanding cell phone and internet connectivity. He also knew the customer service would be excellent.

OUR SOLUTION

After learning about the Health City team's needs, we identified the services they required for their success and delivered the following:

- ✓ **Dedicated Fiber and Managed Wi-Fi:** Health City upgraded from Hybrid Fiber Internet 90 to our Dedicated Fiber and Managed Wi-Fi services for enhanced stability and guaranteed network uptime. The switch was driven by our Dedicated Fiber Circuit's 99.9% uptime assurance and supported by our PRO SLA. This upgrade ensures uninterrupted connectivity for their in-store operations & POS system, and increased response/resolution times.
- ✓ **Two Business Unlimited Pro phone lines:** These mobile lines are used to ease wholesale operations and handle administrative tasks. They are also tethered to registers to ensure uninterrupted connectivity and serve as dependable backups in case of internet outages.
- ✓ **Business Phone:** A landline connection that allows customers to reach the business line directly. Should this line experience downtime, all calls are rerouted to business cell phones, ensuring uninterrupted connectivity.
- ✓ **Business Internet Backup:** This backup solution ensures continuous operations for the business in case of network outages, keeping everything running smoothly.

THE RESULTS

Since we began our relationship with Health City, we have proven our value to the team time and time again. Ultimately, our services are based on reliability and consistent, fast responses from our support team:

- ✓ **Reliable connectivity and phone service:** Health City's POS and online ordering have stayed consistent and reliable with our connectivity, avoiding interference with neighboring businesses. Phone lines and mobile services have helped the business run efficiently.
- ✓ **Backup plans to avoid downtime:** After Typhoon Mawar, when many landlines went down, we were able to quickly recover cell phone connectivity and help the Health City team get up and running again. If an outage happens, our landlines reroute calls to Health City's cell phones so the company doesn't lose business.
- ✓ **Customer service:** Our team has worked diligently to ensure that Health City continues to receive unparalleled service. In addition to recovering cell coverage following Typhoon Mawar, we provided their team with wireless backup routers and additional SIM cards to keep business running smoothly even in the face of unexpected challenges. Our dedication to serving Health City is a testament to our commitment to provide exceptional service to our customers.



Get Individualized Service From DOCOMO PACIFIC

So, what's in store for the future of Health City and DOCOMO PACIFIC? Recently, the Health City building was connected to fiber to receive our most reliable and strongest connection.

According to the owner of Health City, service from DOCOMO PACIFIC **“feels above and beyond and very individualized.”** We would love to talk about how we can provide that service to you as well.

Ready to find a plan
that looks out for
you?

Connect with
our team today!

Connect with Us

