

# Providing a Sense of Ease, Connectivity and Support for **Stax Smash Burgers**

At the start of its business, Stax Smash Burgers needed a communications partner to provide internet, landline, mobile phone, and internet backup plans. For the last seven years, Stax has stayed a loyal **DOCOMO PACIFIC** customer because of our ability to provide consistent service and attentive customer care.

## BACKGROUND

Stax Smash Burgers is a local, homegrown company and the first fast-food smash burger restaurant on the island. In addition to offering a dine-in experience, online and phone are major channels for ordering.

The Stax 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 Stax began, leadership knew it needed to partner with a communications provider that offered reliable online and phone connectivity.

Stax owner, Jose De Asis, was aware of the options on the island, but DOCOMO PACIFIC quickly reached the top of his list because he already had existing internet and mobile phone services as a consumer.

It was the obvious choice because — in his own experience — DOCOMO PACIFIC provided:

- ✓ **Reliable, consistent services**
- ✓ **A focus on quality over quantity**
- ✓ **Immediate support from its headquarters down the street from Stax**

## OUR SOLUTION

After learning about the Stax team's needs, we knew exactly what they needed to succeed. We provided the following services:

- ✓ **Two Business Internet accounts:** Reliable connectivity powers Stax in two areas: the POS system in the restaurant and the main office. At 90 Mbps download and 5 Mbps upload speed, the team can stay connected and keep orders running smoothly.
- ✓ **Two Mobile Business Unlimited Pro accounts:** The first account is for the owner's use, and the second is a backup option if the business line of operation or internet connection goes down.
- ✓ **Business Phone:** The landline is the primary channel for the restaurant to receive calls from customers placing to-go orders.
- ✓ **Business Internet Backup:** With a backup solution, Stax can stay up and running, even if internet connectivity is lost for a short or longer period.

## RESULTS

Since DOCOMO PACIFIC first began providing services to the Stax team, they have seen consistent results. Ultimately, these results are due to reliable services backed by consistent customer service and cost savings:

- ✓ **Reliability of services:** POS and online ordering have stayed consistent and reliable. Phone lines and mobile services have helped the business run efficiently each day and during brief connectivity outages.
- ✓ **Customer service:** When Stax reached out requesting a solution to a unique situation, our team had a sense of urgency to provide specific and unique options. For example, when main lines went down due to storms, the Stax team used DOCOMO PACIFIC's internet backup plan to keep the business running. This provided Stax with confidence that they could operate efficiently in any condition.
- ✓ **Cost savings:** As part of our bundling solution, Stax personalized its services in a bundle and saved with a reduced cost for both solutions. The services it bundled included the internet and business phone services.



# Connect to a Plan That Looks Out for You

What's one piece of advice the Stax team has for other business owners? Look out for individuality with your plan.

DOCOMO PACIFIC provides this for every client with reliable services, backups for when things don't go as planned, unparalleled customer service and strong cost savings when you pair services together.

Ready to find a plan that looks out for you?

**Connect with our team today!**

**Connect with Us**

