

Baking Up Success:

A Case Study with Guam Bakery

When Guam Bakery set out to expand their customer base, they envisioned a team that could stay connected from every corner of the island. Understanding that the future of the baking industry hinges on technology, they sought a telecom partner who could support their growth in this dynamic environment. That's where **DOCOMO PACIFIC** came in.

BACKGROUND

Founded in 1975 by Tim and Emily Oftana, Guam Bakery has become a beloved family-owned institution over the past five decades. They proudly serve not only customers at their charming brick-and-mortar location but also supply a wide range of businesses island-wide, including restaurants, grocery stores, and convenience stores.

With a deep partnership that dates back to 1990, DOCOMO PACIFIC has been there every step of the way, helping Guam Bakery rise to new challenges and opportunities.



THE PROBLEM

When Guam Bakery sought to enhance their operations, they faced several challenges. Despite their rich history and loyal customer base, their supply chain processes often resulted in excessive inventory, leading to surpluses that ultimately translated into financial losses. Realizing these losses, they sought a solution that would **help them streamline their inventory management.**

Additionally, keeping their team connected became increasingly difficult as they expanded their business to all corners of the island. To thrive in today's competitive market, it was clear they needed a reliable telecom partner to **streamline their processes, better understand customer demand, and ensure they could deliver exactly what was needed, when it was needed.**

OUR SOLUTION

To tackle these challenges, DOCOMO PACIFIC tailored a comprehensive suite of solutions specifically for Guam Bakery:

- ✓ **Fiber Internet:** Our Dedicated Fiber & Hybrid Fiber Internet solutions power their innovative platforms, including Cybake and Clover.
- ✓ **Business Mobile Solutions:** Solutions like Business Unlimited Max and Business Unlimited Pro keep the team connected while they're on the go. The team is able to use communication platforms like WhatsApp to facilitate instant connectivity with one another, and even customers.
- ✓ **Business Phone Services:** Our 24/7 network monitoring and access to professional engineers guarantee secure and efficient network management.

RESULTS

From the start of our partnership, we have provided reliable services and solutions that have helped Guam Bakery to have tremendous growth as a business. Our value as a communications provider is seen in the results we've been able to deliver.

- ✓ **Efficiency & cost-savings through technology:** Technology like Cybake and Clover POS systems require fast and reliable internet connectivity. With our high-speed fiber, the team can utilize these platforms with ease. Using Cybake, customers can order precisely what they need, reducing waste and optimizing inventory management. This has resulted in significant cost savings for Guam Bakery.
- ✓ **Enhanced mobility:** With the widest mobile network in the Marianas, we've been able to expand the team's mobility with the implementation of multiple mobile lines. Now, they're able to stay connected from anywhere, whether they're on the field or in the office.
- ✓ **Customer service:** Our support teams ensure that all of Guam Bakery's concerns are addressed promptly and effectively. We provide consistent solutions that enable the team to better serve their customers.



Why has Guam Bakery remained a loyal customer of DOCOMO PACIFIC?

The answer lies in our commitment to responsiveness and understanding the needs of each individual customer. Our team has always gone above and beyond to proactively meet Guam Bakery's needs. It's not just about connectivity; it's about partnership, support, and a shared passion for success.

Together, we're not just baking bread; we're baking up success!

Ready to find a plan
that looks out for you?

Connect with
our team today!

Connect with Us

